

ESI Phone

User's Guide

FOR ESI C-Plus AND ESI C-Plus Executive

0450-1177
Rev. D

For on-line help, visit www.esi-estech.com/users.

About ESI

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. Founded in 1987, ESI designs and builds innovative telecommunications products for businesses like yours. Because of their powerful combination of value and features, ESI products are consistently recognized by industry publications and leaders.

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We Make It Easy To Communicate

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Introduction

Accessing the rich ESI feature set is simple and easy through the straightforward design of ESI desktop phones and the ESI Digital Cordless Handset. Each feature has been designed for ease of use while providing capabilities needed in an advanced business phone.

You will be able to learn many of the features by simply using your phone; and this *User's Guide* will introduce you to the wide variety of features offered by your ESI system and how to use your phone effectively to achieve maximum benefits.

What it covers

This *User's Guide* covers the use of the following with your ESI system:

- ESI 40D Business Phone
- 48-Key Digital Feature Phone
- 24-Key Digital Feature Phone
- ESI Digital Cordless Handset
- [Legacy] 12-Key Digital Feature Phone
- Analog station

How it's arranged

- Section A — Introduction and phone illustrations
- Section B — User help
- Section C — User programming
- Section D — Voice mail operation
- Section E — Phone operation
- Section F — Special keys and features
- Section G — Analog stations
- Index

Important: If you're using a 48-Key Feature Phone, please note that this phone has separate **PROGRAM** and **HELP** keys, rather than the combo **PROG/HELP** key found on the other models supported by your ESI system. Therefore, you should press **PROGRAM** if programming your phone and the instructions tell you to press **PROG/HELP**; or, similarly, you should press **HELP** if the instructions tell you to press **PROG/HELP** to obtain assistance from the Verbal User Guide described herein (see page B.1).

Voice mail options

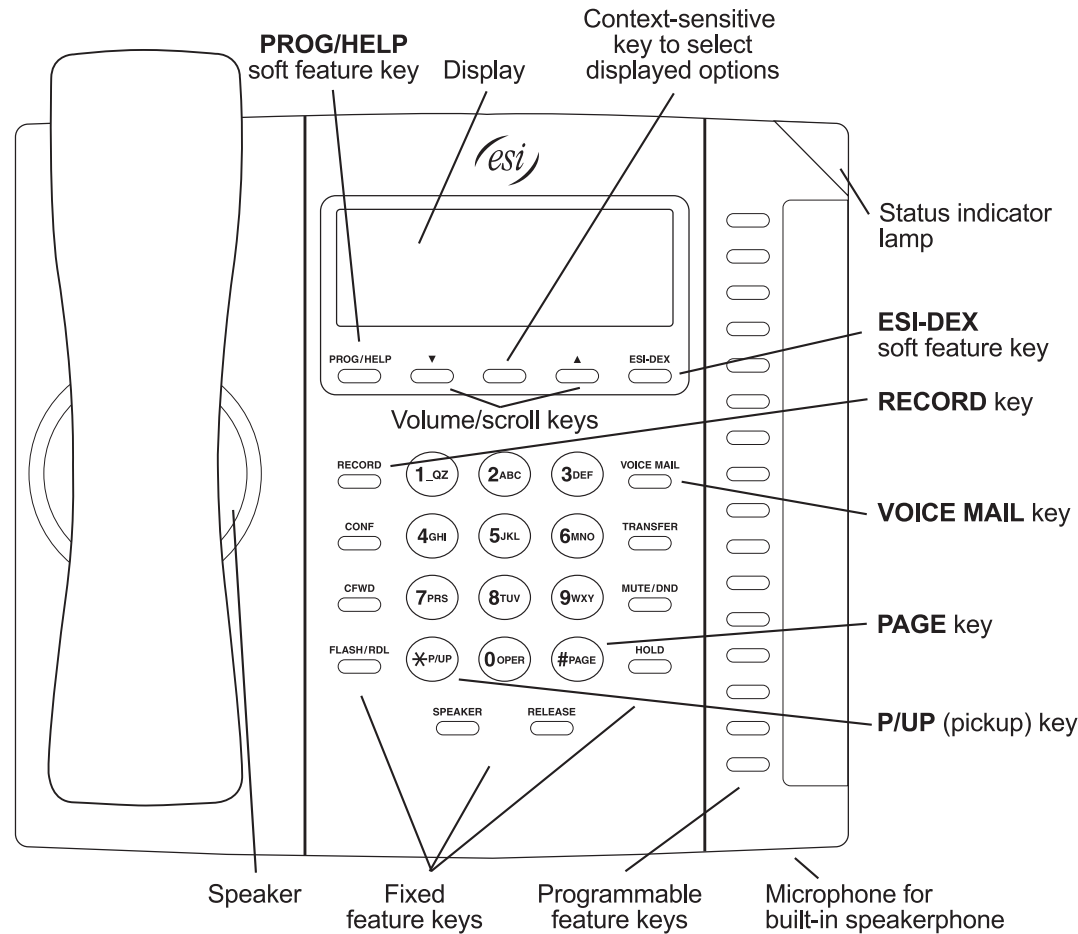
Your ESI C-Plus phone system comes with ESI's award-winning voice mail, including an automated attendant and a dedicated mailbox for each station.

The automated attendant provides up to 18 branches that conveniently route callers to their desired extensions or departments, or even destinations outside the system.

Some features are enabled by the Installer or System Administrator. Consult your System Administrator if you are unsure about what ESI features are available.

ESI 40D Business Phone

Available for the ESI C-Plus Executive system, the **ESI 40D Business Phone** has a variety of programmable and built-in features. The ESI 40D Business Phone’s built-in voice mail features and voice prompts make it easy to program and use. Up to two ESI 40D Business Phones (or two 48-Key Feature Phones, or one of each) may be installed on an ESI C-Plus Executive system.



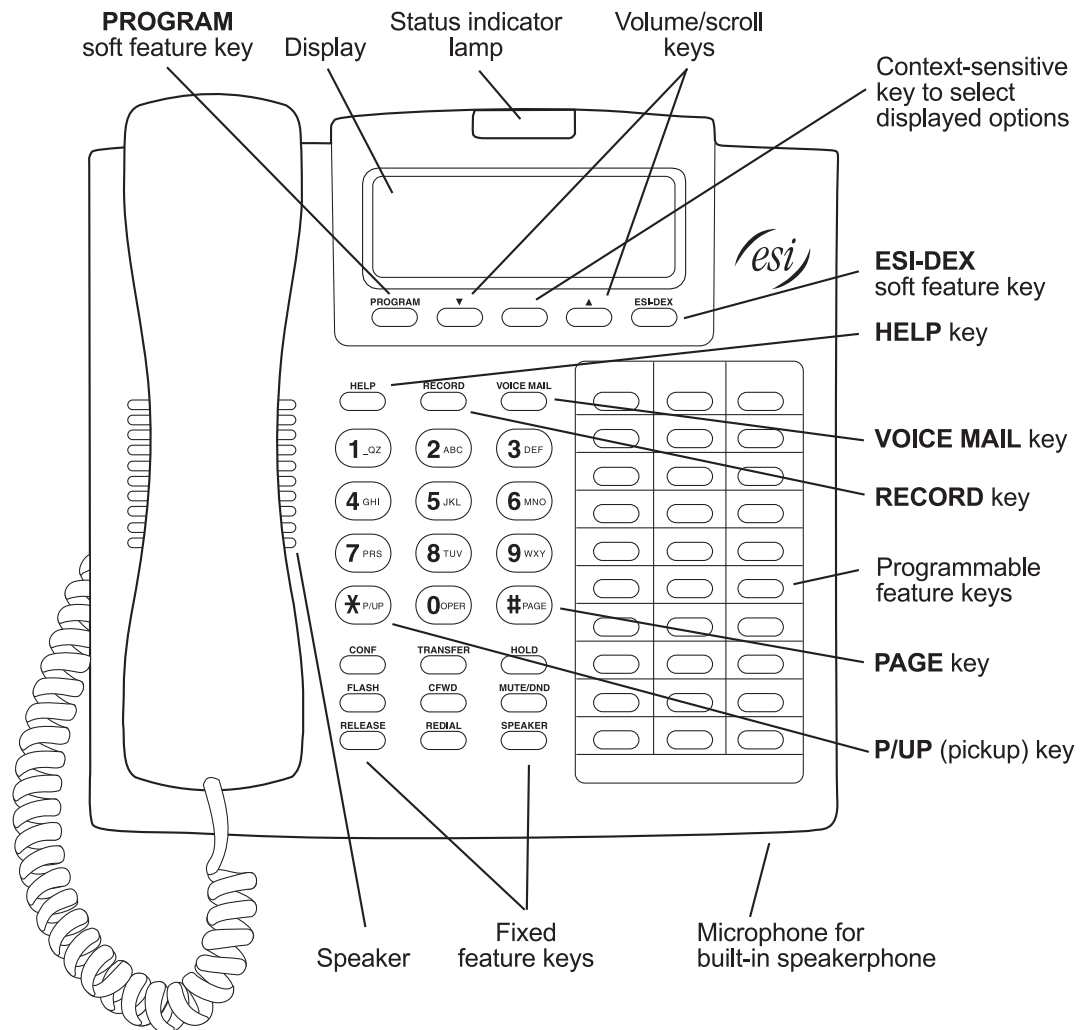
Items referenced elsewhere

Item	Page	Item	Page
PROG/HELP soft feature key	C.2	Verbal User Guide and tutorial	B.1
P/UP (pickup) key	E.14	Status indicator lamp	D.8
Fixed feature keys	E.1	ESI-DEX soft feature key	F.2
VOICE MAIL key	D.1	RECORD key	D.6
Programmable feature keys	C.2	PAGE key	E.14

Hint: On any of these ESI phone varieties, you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn’t applicable to the fixed-feature keys which, as their name implies, are already programmed.

48-Key Feature Phone

The **48-Key Feature Phone** has a variety of programmable and built-in features. The 48-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use. Up to two 48-Key Feature Phones (or two ESI 40D Business Phones, or one of each) may be installed on an ESI C-Plus Executive system.



Items referenced elsewhere

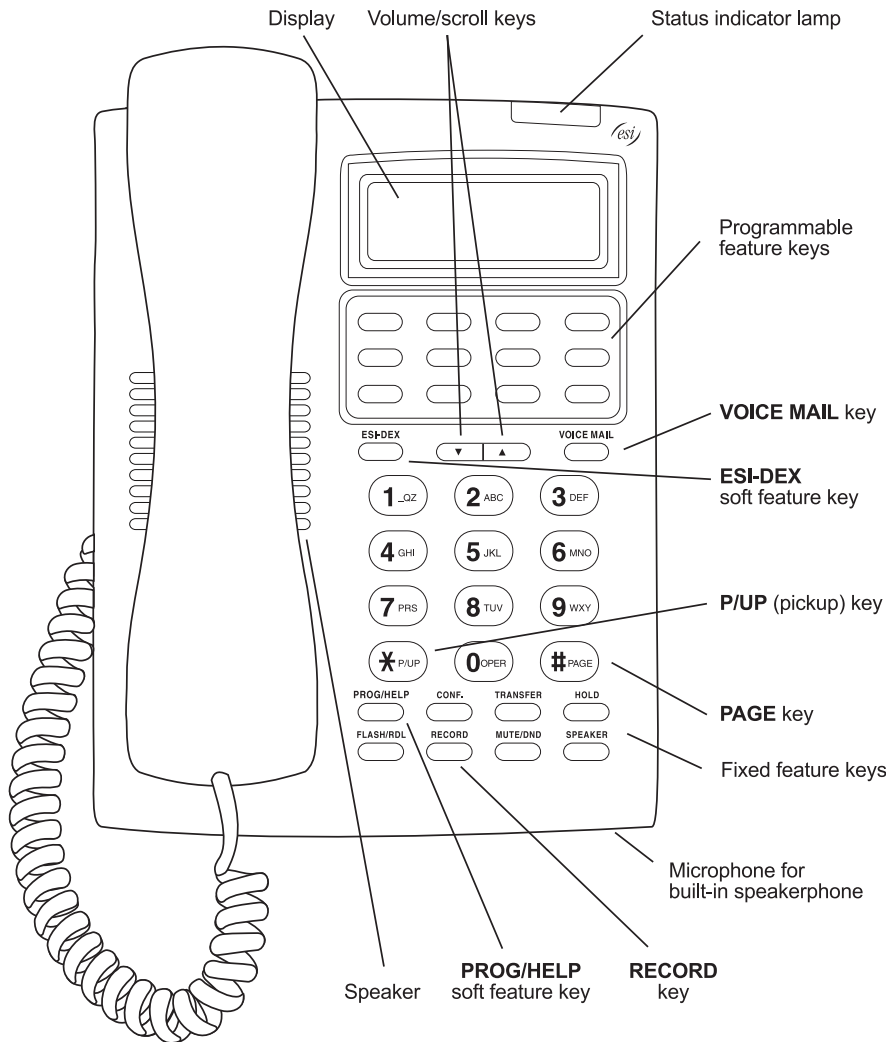
Item	Page
PROGRAM soft feature key	C.2
P/UP (pickup) key	E.14
Fixed feature keys	E.1
VOICE MAIL key	D.1
Programmable feature keys	C.2

Item	Page
HELP key for Verbal User Guide and tutorial	B.1
Status indicator lamp	D.8
ESI-DEX soft feature key	F.2
RECORD key	D.6
PAGE key	E.14

Hint: On any of these ESI phone varieties, you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

24-Key Feature Phone

Available for all ESI C-Plus systems, the **24-Key Feature Phone** has a variety of programmable and built-in features. The 24-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



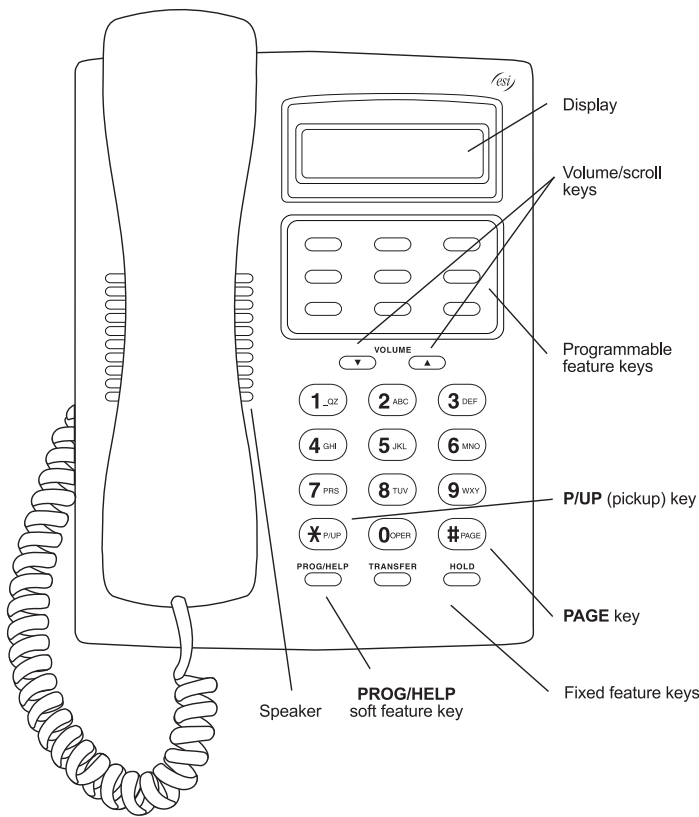
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Hint: On any of these ESI phone varieties, you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

12-Key Feature Phone (legacy product)

The legacy **12-Key Feature Phone**, still in use on many installed ESI systems, includes the basic, most commonly used phone features. This simplified model supports neither speakerphone operation¹ nor Esi-Dex.



Items referenced elsewhere

Item	Page
PROG/HELP soft feature key	C.2
P/UP (pickup) key	E.14
Fixed feature keys	E.1
Programmable feature keys	D.1

Item	Page
HELP key for Verbal User Guide and tutorial	B.1
Status indicator lamp	D.8
PAGE key	E.14

Note: The following features aren't available on a 12-Key Feature Phone:

- Certain special keys and features (see "Special keys," page F.1).
- Esi-Dex.

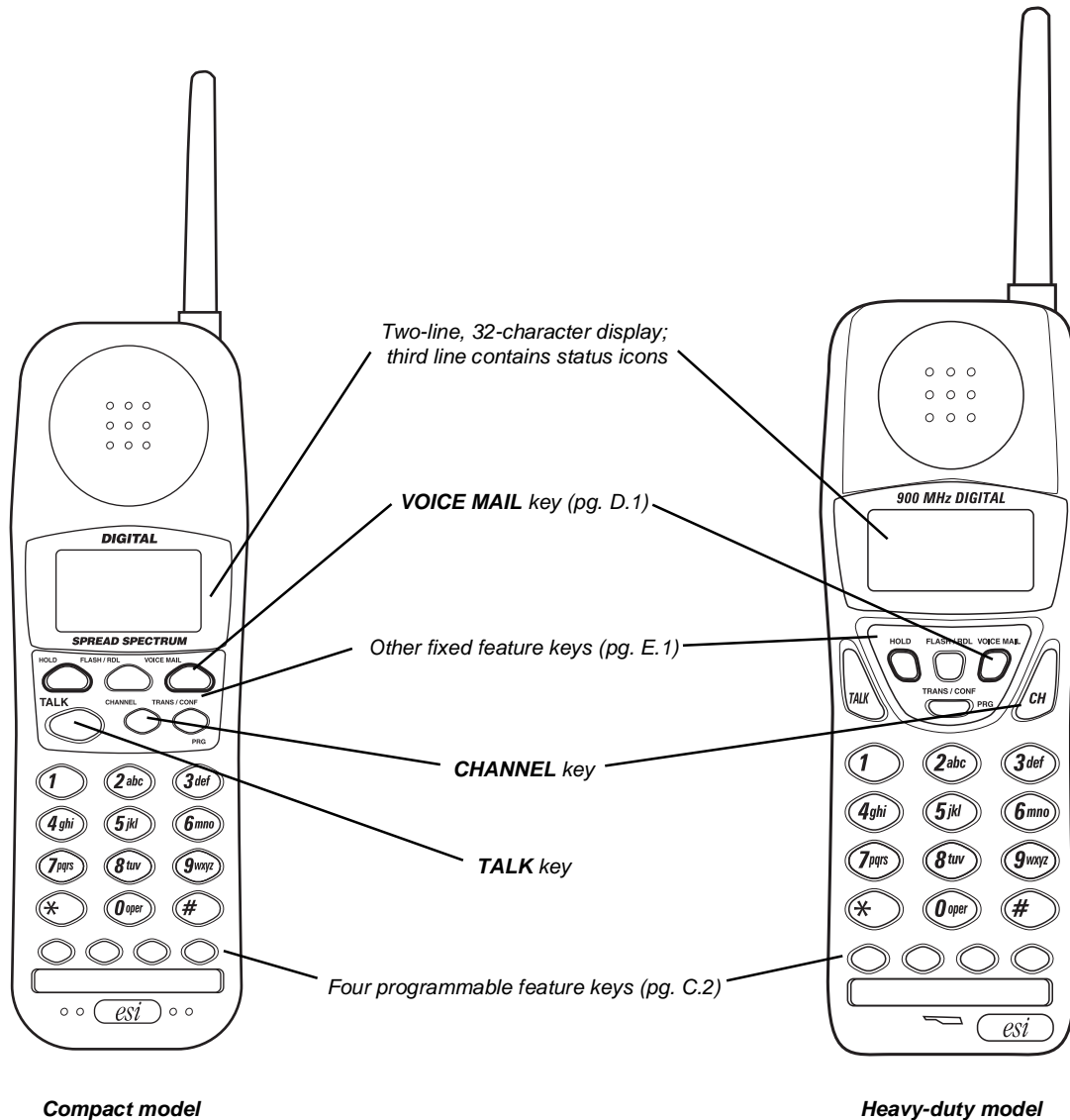
Additionally: to use voice mail, conference calling and mute/DND on a 12-Key Feature Phone, you must program these features into programmable feature keys (see "Programmable feature keys," page C.3, and "Optional features," page F.12).

Hint: On any of these ESI phone varieties, you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

¹ The 12-Key Feature Phone lacks a hands-free microphone, and therefore can't serve as a true two-way speakerphone. Its speaker plays pages.

ESI Cordless Handsets

Available for all ESI C-Plus systems, ESI's digital Cordless Handsets come in two models — compact and heavy-duty — but each offers the same features. Note that they do **not** have the following features found on some ESI desktop phones: speakerphone, Esi-Dex support (or **ESI-DEX** key), Caller ID key, Virtual Mailbox Key support, or Verbal User Guide (or **PROG/HELP** key). Each model comes with a charger/AC adapter, base station, belt clip, battery pack, and wall mount.

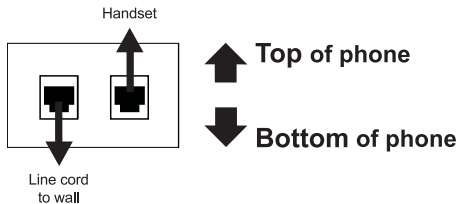


Connecting your ESI phone

Depending on which ESI phone you have, use the appropriate diagram (below) to connect it. Each diagram represents the panel on the phone's underside.

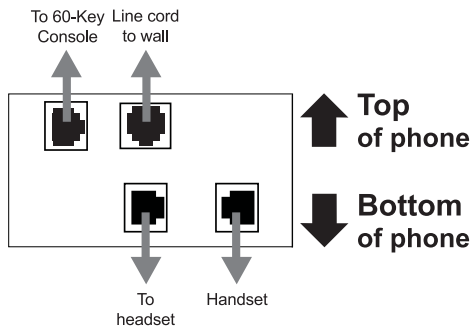
Notes: The "Top of phone" and "Bottom of phone" references in these diagrams show the correct vertical orientation of the phone — *i.e.*, the part with the display is the top.

When the phone is in the highest upright position, use the wall-mount hook located under the handset to secure the handset when you're not using the phone.



24-Key Feature Phone 12-Key Feature Phone (legacy product)

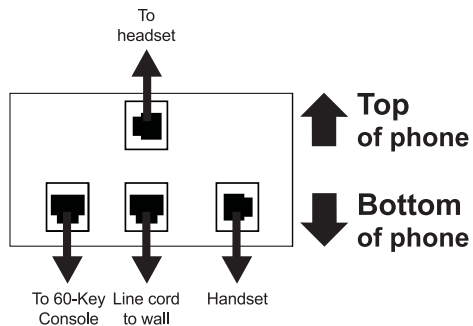
- Connects like a basic phone.
- Handset plugs into right-side jack.
- Line cord plugs into left-side jack.



ESI 40D Business Phone

Connects in a similar addition to the 24-Key Feature Phone mentioned above.

Note: The ESI 40D Business Phone can accept an optional Expansion Console when used on most other ESI systems, but this functionality is unavailable on an ESI C-Plus or ESI C-Plus Executive system.



48-Key Digital Feature Phone

Connects in a similar addition to the 24-Key Feature Phone mentioned above.

Note: The 48-Key Digital Feature Phone can accept an optional Expansion Console when used on most other ESI systems, but this functionality is unavailable on an ESI C-Plus or ESI C-Plus Executive system.

ESI Cordless Handset connection

Each ESI Cordless Handset comes with:

- A **charger/cradle** to charge the Handset.
- An **AC adapter** for use with only the charger.
- A **base station** to provide a digital interface between the ESI phone system and ESI Cordless Handset. This base station is **line-powered** and thus needs **no** AC power.
- **Wall-mount(s)**, a **belt clip**, and a **Quick Reference Guide**.

Base station installation

Due to each site's unique characteristics, the range and distance information we'll provide herein is only approximate.

Characteristics that **positively** affect performance:

- The base station should be installed so it has a clear line-of-sight with the Cordless Handset.
- The base station antenna should always be pointed in its uppermost vertical position.

Characteristics that **negatively** affect performance:

- Large amounts of metal shelving (such as in manufacturing or warehouse areas).
- Close proximity to (within one mile of) a radio tower.
- Concrete walls that divide spaces where Cordless Handsets are used (assuming the base stations are in one location).

Don't install the base station:

- Close to a wall with metal studs.
- On a metal wall.
- Next to a device that emits RFI or EMI¹ — e.g., a television, radio, computer, computer printer, fluorescent light fixture, or fax machine.
- Next to any other 900 MHz device — e.g., a hand-held inventory control device.
- In a ceiling that has foil-backed insulation.
- Behind doors that typically are closed, tinted windows, one-way glass, or other areas that limit or cut off transmission to the Cordless Handset.

Base stations must be installed at least 10 feet apart, regardless of whether the base station is for the small-model or large-model Cordless Handset. **Don't** install more than six base stations in one area (such as a network room). Choose a location at least 30 feet away if more than six base stations are needed in a building.

A Digital Cordless Handset base station requires only a line cord to the phone system; AC power **isn't** needed because the base station receives power from the phone system via the line cord.

Once the base stations are installed and the Cordless Handsets charged, change each Handset's channel by pressing its **CH** key. **Each Handset should have its own channel.** There are 30 available channels on the small Cordless Handset and 10 on the large Cordless Handset.

Note: Feedback may result if the Cordless Handset is within three inches of an ESI desktop phone.

¹ RFI is radio frequency interference. EMI is electromagnetic interference.

Help mode (Verbal User's Guide)

Your ESI system's **Help mode** (also called the **Verbal User's Guide**) — a carefully conceived combination of spoken information, display readouts and even key illumination when appropriate — is a powerful tool to help you learn how to use the system's many features.

Notes: As explained on page A.1, your ESI phone has a combo **PROG/HELP** key unless it is a 48-Key Feature Phone (which has separate **PROGRAM** and **HELP** keys). Under the circumstances described in this section, the **PROG/HELP** key will invoke Help mode.

The ESI Cordless Handsets have no access to the Verbal User Guide (and, thus, no key to invoke it).

Tutorial

When your station is idle, press **PROG/HELP**, and then follow the spoken Help menu to:

- Learn how to use the phone
- Hear a description of how any key is used
- Learn how to use voice mail features
- Hear a complete tutorial on phone operation

Help during station programming

To hear a detailed description of a function you wish to program, press **PROG/HELP** while programming it.

Help during a call

Press **PROG/HELP** while on a call and this will place the call on hold, whereupon you can use Help mode to hear a description of the function you wish to perform. When you exit Help mode, you will be reconnected to the call.

While you are either in Help mode or programming your phone, your station will be temporarily placed in DND (see "**MUTE/DND**," page E.3). Anyone calling your station while you are in DND will be forwarded to your mailbox (or other destination set by the installer).

Exiting Help mode

To exit Help mode, simply hang up.

Visit www.esi-estech.com/users for up-to-date help.

User programming: An introduction

Voice prompts will play menu and sub-menu options to access the desired feature. You **don't** have to wait for the entire prompt to be played. Therefore, once you've become familiar with the prompts (consult "User programming menu" on the next page), you can quickly set any frequently used feature.

Programming help

During any of the programming steps, press **PROG/HELP** to hear a more detailed description of the feature and related programming options.

Exiting programming mode

To exit programming mode, simply hang up.

User programming menu

Overview

- | | |
|--|---|
| <ul style="list-style-type: none">1 Select personal greeting<ul style="list-style-type: none">1 Record2 Delete3 Hear2 Programmable feature keys
(Station keys, line keys, speed-dial keys, other feature keys)3 Station options<ul style="list-style-type: none">1 Call waiting/background announce2 Personal greeting reminder4 Outside dial tone preference5 Hands-free answer6 Message monitor7 Power-saving mode¹ | <ul style="list-style-type: none">4 Station audibles<ul style="list-style-type: none">1 Station ring tone2 Station ring volume3 Message ring5 Password<ul style="list-style-type: none">1 Enter2 Delete3 Hear4 Security level6 External message notification<ul style="list-style-type: none">1 Delivery options2 Phone delivery3 Pager notification9 Un-delete |
|--|---|

Note: Background announce and selections 5 and 6 under **Station Options** are not available on the legacy 12-Key Feature Phone. Option 7 is available on only the ESI Cordless Handset.

¹ For use with only ESI Cordless Handsets.

1 Select personal greeting

Select the desired greeting — 1, 2 or 3. The system will play the current greeting, followed by prompts to re-record, delete or hear again — **or** select the current greeting by pressing #.

1 Record personal greeting

Begin recording at the tone. Press 1 to stop. The new personal greeting automatically replaces the previous greeting.

2 Delete personal greeting

When prompted, press 2 again to confirm deletion.

Warning: Your mailbox is disabled if no personal greeting exists. **Never** delete **all** of your existing personal greetings **before** you record at least one **new** one.

3 Hear current personal greeting

2 Programmable feature keys

There are two methods for programming of your phone:

- **Direct programming** — Select the key you want to program, and hold it down for at least two seconds. This not only initiates programming but also lets you immediately program that specific key.
- **Traditional programming** — Press **PROG/HELP**. The Verbal User's Guide will speak to you, walking you through the full menu, during which you can choose the appropriate option.

Direct programming example:

You wish to set one of the keys to dial a co-worker, whose extension is 105. Hold down the key for at least two seconds. This automatically puts you in feature key programming. Follow the prompts to enter **1 0 5**. (This has allowed you to skip two steps — pressing **PROG/HELP** and selecting a menu option — that you'd have had to perform if using traditional programming.)

How the programmable feature keys can be set

- **Line keys** — Programming a line number (1 through 8) into a programmable feature key makes it a line key, which provides the appropriate lamp information and manual outside-line access.
- **Station keys** — If the digits entered constitute a three-digit number, the programmable feature key will become a station key, providing the appropriate lamp information and easy access or transfer. Three-digit numbers entered can be:
 - User extensions (100–115)
 - Department numbers (290–299)
 - Guest/info mailboxes (300–489)
 - Cascade mailboxes (520–529)
 - System speed-dial numbers (600–699)
- **Speed-dial keys** — In addition to programming a programmable feature key with a **system** speed-dial number, you can create **personal** speed-dial keys for automatic dialing of frequently called outside numbers. If you program **9** (or **8** or **7**) plus a phone number, the programmable feature key becomes a speed-dial key. When you program a speed-dial key, there's no need to insert a pause after the 9 (or 8 or 7). The speed-dial number can be up to 24 **characters** long. Use the **up** scroll key (▲) to enter special characters in a dial string.
- **Other feature keys** — If you enter a feature code, the programmable feature key will serve as an enable/disable key for that feature. The Installer may have programmed certain stations for accessing additional features (see “Optional features,” page F.12); consult your System Administrator to determine your access.

Keys' LED activity during programming

<i>Mode</i>	<i>Key type and LED indication</i>		
	Station key or Virtual Mailbox Key	Line key	Feature key or speed-dial key
Currently being programmed and previously assigned	Flashing red	Flashing green	Flashing amber
Currently being programmed and previously unassigned	Flashing red	Flashing red	Flashing red
Programming mode — Was assigned or viewed in current session	Blinking red	Blinking green	Blinking amber
Assigned in a previous programming session and not yet viewed in current session	Solid red	Solid green	Solid amber
Never assigned and not yet viewed in current session	Off	Off	Off

Note: Each ESI Cordless Handset has only one LED color — red — with similar blinking rates.

3 Station options

The **station options** sub-menu (**PROG/HELP 3**) lets you activate or deactivate several features your station can provide. At each option sub-menu, **1** enables the option and **0** disables it. (Each option listed below is explained elsewhere in this manual, as noted.)

1 Call waiting/background announce

See page E.11 for call waiting and page E.12 for background announce.

Note: Background announce is not available on a 12-Key Feature Phone.

2 Personal greeting reminder

See page F.10.

4 Outside dial tone preference

See page F.11.

5 Hands-free answer

Note: With an ESI Cordless Handset, use of this feature requires a headset.

See page E.2.

Note: Not available on a legacy 12-Key Feature Phone.

6 Message monitor

See page F.10.

Note: Not available on a legacy 12-Key Feature Phone.

7 Power-saving mode

Note: Applicable to **only** an ESI Cordless Handset.

Allows you to enable or disable an ESI Cordless Handset's power-saving mode. Enabling this mode helps achieve full battery life. However, if full-time status monitoring is required, you can disable this mode. In power-saving mode, the phone system blocks all status updates¹ to the Cordless Handset when the Handset has been idle for 30 seconds. Pressing the Cordless Handset's keys or receiving an incoming call on it will discontinue power-saving mode.

Note: When the handset has received no calls or status updates¹ for five minutes, the Cordless Handset enters **deep-sleep** mode. During it, the display is blank and the LEDs don't light up. If the system sends any updates to the Cordless Handset, it will discontinue deep-sleep mode.

¹ For example: If you have a programmable feature key set as a station key for someone's extension, the system updates your Cordless Handset based on that extension's current status (busy, idle, or do-not-disturb).

4 Station audibles

The **station audibles** programming provides control of the following audible items:

Notes: Only the third setting, **message ring**, is applicable to the ESI Cordless Handset.

Your phone has a **secondary** ring tone you'll hear (if your phone system has been programmed accordingly by your Installer) when call waiting occurs — *i.e.*, a second call rings in for you while you're already on another one — on live-ring calls.

1 Station ring tone

You can select from six possible tones to help distinguish it from other nearby ringing phones. Press ▼ or ▲ to select a tone, then press # to accept it.

2 Station ring volume

Press ▼ and ▲ to set the desired ringer volume (range: off to high), then press # to accept it.

Note: (Not applicable to ESI Cordless Handset or legacy 12-Key Feature Phone)

If the ringer volume is turned off, the status indicator lamp will not "flutter" when an incoming or recalled call is presented to the phone (see "Status indicator lamp," page D.8).

3 Message ring

When enabled, this feature will periodically generate a short ring tone at your station as an additional alert that you have new messages.

5 Password

1 Enter new password

Your password may consist of 2–8 digits followed by # (0 cannot be the first digit). Entering only 0 as the password will turn off the password requirement.

2 Delete current password

Resets the password to the default password.

3 Hear current password

Displays and plays back the current password.

4 Password security level

Selection	Result
0	No password required for access from any phone
1	Password required only for remote access, either off-premises or from other stations within the system
2	Password always required

6 External message notification

1 Delivery options

1 Delivery to phone number only

2 Notify pager only

0 No off-premises delivery

2 Phone delivery

1 Enter phone number

Enter the phone number (24 digits, maximum) followed by **#**. **Do not** include an outside line access code (*i.e.*, don't add **9**, **8**, or **7**) before the number.

Use the **▲** scroll key to enter special characters; use the **▼** scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

2 Delete phone number

Deletes the currently programmed phone number.

3 Display current phone number

Displays the currently programmed phone number.

3 Pager notification

1 Enter pager number

Enter the pager number (24 digits, maximum) followed by **#**. **Do not** include an outside line access code (*i.e.*, don't add **9**, **8**, or **7**) before the number.

Use the **▲** scroll key to enter special characters; use the **▼** scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

2 Delete pager number

Deletes the currently programmed pager number.

3 Display current pager number

Displays the currently programmed pager number.

9 Message Recycle Bin (un-delete)

Your 10 most recently deleted messages will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as an old message.

Voice mail operation

Your phone system provides accurate and timely messages. Others will become more comfortable leaving you voice messages if you promptly retrieve and respond to your messages.

VOICE MAIL key

For direct access to all voice mail features, such as picking up messages or transferring directly to mailboxes:

- On an **ESI 40 Business Phone, 48-Key Feature Phone, or 24-Key Feature Phone** — Use the **blue VOICE MAIL key**. It will **blink** whenever you have one or more new messages, and the display will show you how many new and old messages are stored for you on the ESI system.
- On a legacy **12-Key Feature Phone** — Assign key code **579** to a programmable feature key (see “Programmable feature keys,” page C.2, and “Optional features,” page F.12). **Until this has been done for your phone, your mailbox is disabled.** (When you try to access a disabled mailbox, the system will notify you that it's disabled.) You still can retrieve previously left messages and access user programming, but the mailbox won't be able to receive new voice messages. Therefore, to enable the mailbox, assign key code 579 to a programmable feature key.
- On an **ESI Cordless Handset**, use the blue-outlined **VOICE MAIL** key. The display, directly above the **VOICE MAIL** key, will show an “envelope” icon when you have one or more new messages.

Personal greetings

Initially, your mailbox has a generic **greeting**: “*You have reached the mailbox for extension xxx. Dial 0 to reach the operator or begin recording at the tone.*” You can record up to three different personal greetings in your own voice indicating your availability to return calls.

Examples

- Sample greeting 1:** *Hi, this is [name]. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can.*
- Sample greeting 2:** *Hi, this is [name]. I'm out of the office. You may dial 1 2 2 for my assistant or, if you prefer, you may leave me a voice message at the tone — I'll check in regularly — or, if it's important, dial 4 to reach me on my cell phone.¹*
- Sample greeting 3:** *Hi, this is [name]. I'm away from my desk at the moment. To reach the operator, dial zero. Otherwise, leave your name and phone number at the beep so I can return your call.*

Depending on auto attendant usage and your personal preferences, you **may** wish to include one or more of these options in your personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or “beep”)
4	To perform off-premises “reach-me” (see “Off-premises ‘reach-me,’” page D.3)
8	To the main greeting (if your system is using the auto attendant)
XXX	An extension number of another user

Note: Option 4 is available only when personal greeting 2 has been recorded.

You can change any personal greeting as often as necessary, by just recording over a previously recorded personal greeting.

Warning: Do not delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings will turn off your mailbox.

¹ These sample greetings refer to certain features which may not be activated for your extension; consult your System Administrator for additional information, if necessary.

Personal greeting keys

You can program a programmable feature key as a **personal greeting key** for any one of the three personal greetings (see page F.14). Once created, this shortcut can then be used to activate the associated personal greeting (the key's LED will glow green and the greeting played as confirmation).

Note: (Not applicable to ESI Cordless Handset or legacy 12-Key Feature Phone)
Press **RECORD** while the confirmation is playing and follow the prompts to record the greeting. Otherwise, listen to the greeting to the end and follow the prompts.

Leaving messages . . .

If you call another station that is DND, busy or does not answer — or if you call a special mailbox (such as a guest mailbox) — you will be transferred to the mailbox. You can skip the mailbox's personal greeting by pressing **1**; this takes you directly to the record tone.

. . . directly in another user's mailbox

The procedure for going directly to another user's mailbox without ringing his/her extension depends upon whether you have that user's extension set as one of your station keys:

- If you do, press **VOICE MAIL** and then the person's station key.
- If you don't, press **VOICE MAIL** and **TRANSFER** and then dial the extension number.

Either will connect you directly to that user's personal greeting.

. . . in several users' mailboxes using a Quick Group

You can leave a direct message in several users' mailboxes at the same time by pressing **VOICE MAIL** and the desired station keys — thus creating a **Quick Group**. You can also move messages or recordings to a Quick Group in the same manner.

Notes: You can use only station keys to select the additional mailboxes for Quick Groups.
If you have a department programmed as a station key, pressing **VOICE MAIL** and then the department's station key will leave a message for all members of the department.

Moving a message

When you move a message (by pressing **6**), a prompt will ask whether you wish to move the message with or without an introduction. Once you've moved the message, you'll be given the normal options to handle the message in your mailbox: save, delete, etc.

Off-premises “reach me”

After a caller has been forwarded to your voice mailbox and is listening to your personal greeting, this feature allows the caller to be forwarded to a number outside the system — i.e., a regular phone number rather than an extension.

Note: This feature is activated only if your System Administrator enables it on your station.

You must have personal greeting 2 selected and it must tell callers to press 4 for this feature.

To use this feature, follow these steps:

1. From your ESI desktop phone, press **PROG/HELP 6 2 1** and enter the telephone number to which you want calls forwarded when you're off-premises.¹
2. Record and activate personal greeting 2. Be sure to tell the caller to press **4** during the greeting to be connected to your alternate phone. (See the sample greeting, *below*.)

When you receive a call forwarded in this fashion, you'll be prompted to “press any key” to accept the call. If you don't answer the call, the caller is returned to your voice mailbox on the ESI system. Off-premises “reach-me” is available on **guest** mailboxes, as well. Sample personal greeting 2 for off-premises “reach me”:

*“Hello. This is Rick. I'm currently out of the office. To attempt to reach me on my mobile phone, please press **4** now. Otherwise, please leave me a message after the tone and I will return your call as soon as possible.”*

Message retrieval

Message(s) waiting display

If you have at least one **new** message, your ESI desktop phone's **VOICE MAIL** key will blink (except on a legacy 12-Key Feature Phone) and your display will show the number of new and old messages in your mailbox.²

```
10/12 11:09 AM
NEW 3 OLD 1
```

On an ESI Cordless Handset, an “envelope” icon on the display also appears when you have at least one new message.

Note: Message status information (shown in the example above as **NEW 3 OLD 1**) appears on an ESI desktop phone (except on a legacy 12-Key Feature Phone) only when new messages exist.

Retrieving voice mail messages from your ESI phone

1. Press **VOICE MAIL**.
2. Enter your password if required (you may change the requirement for a password in user programming menu 5; see “Password,” page C.5).
3. The ESI system will start playback of messages with the oldest new message and continue until all messages are played. The display will show the origination of the message, the countdown duration of the message, whether new or old, and the time/date of when the message was left.

```
XYZ COMPANY 1:57
NEW 10/12 12:30P
```

ESI phone with two-line display

```
XYZ COMPANY
2145556789
NEW 10/12 12:30P 1:57
```

ESI phone with three-line display (also shows running playback time in reverse)

(Continued)

¹ This is also the same number used for message notification phone delivery (see “Off-premises message delivery,” page D.7).

² A 12-Key Feature Phone will display only the date and time.

4. At the end of each message, the ESI system prompts you for instructions (see the chart, "Keys' functions during voice mail message retrieval," below). Once you've learned these prompts, you can proceed more rapidly by pressing one of the appropriate keys any time during a message or during a prompt.
5. To **exit** playback of messages, simply hang up your phone.

Note: If you hang up **during** playback of a message, the system saves that message as new **and** all others not deleted.

Keys' functions during voice mail message retrieval from an ESI desktop phone

Key	Function name	Description
1	Pause	Pauses for one minute or until you press 1 again.
2	Time and date/ number toggle	Toggles the bottom line of the display between the message's time/date and the caller's number.
3	Reply	Replies to the originator of a message (possible only if message came from another user in the system). Record your reply at the tone and then press 1 to stop, after which the system returns you to your mailbox and the message to which you were replying.
4	Back up (rewind)	<ul style="list-style-type: none"> • If pressed during message playback, rewinds 4 seconds for each key-press. • If pressed after the playback has finished, returns to beginning of message.
5	Fast forward	Advances playback 4 seconds for each key-press. (<i>Not available from an analog phone or off-premises location.</i>)
6	Move	Moves a copy of the message to another user's mailbox. You may move the copy with or without an introduction. After the move, the system returns you to your mailbox and the original message.
7	Delete	Deletes the message from the mailbox (see "Message Recycle Bin," page D.8).
9	Save	Saves the message (it will play as an old message the next time you retrieve messages).
9 9	Save as new	Skips over a new message and leaves it as a new message (<i>i.e.</i> , it will be played as a new message the next time you pick up messages). You must press the 9 key twice within two seconds.
REDIAL	Auto-callback	Exits your mailbox without erasing the message, and then automatically dials the number. ¹ (<i>Not available from an analog phone or off-premises location.</i>)
ESI-DEX	Store	If Caller ID is present, saves to your Personal Dex for later use. (<i>Not available from an ESI Cordless Handset, analog phone, or off-premises location.</i>)
#	Leave a message	Lets you record a message in another mailbox. At the prompt, enter the desired mailbox number.
*	Check other box	Checks messages in another mailbox (may require a password, depending on the mailbox's setting; see "Password," page C.5).

Retrieving voice mail messages using another user's ESI desktop phone

1. Press **VOICE MAIL** and then *****.
2. Dial your extension number.
3. Follow the procedures described in "Retrieving voice mail messages from your ESI desktop phone" (page D.3).

Virtual Mailbox Key™

If you frequently pick up your messages from another user's ESI desktop phone or have others help pick up your messages, you may want to program a programmable feature key on that phone as a **Virtual Mailbox Key** for your mailbox. When you have new messages, the key will blink, press it to automatically connect to your mailbox. This feature does not affect your ability to pick up messages from your own phone.

Note: Assign to the programmable key the following — **VOICE MAIL *** and then your extension number or mailbox number (see "Programmable feature keys," page C.2).

¹ A local call may not be dialed correctly, depending on the limitations of the local dialing plan. You may need to dial some of these calls manually.

Retrieving messages from an off-premises location

You can pick up messages when away from the office or from an analog station. Since the display is not available to you, message handling will operate slightly differently.

To retrieve your message from a remote location:

1. If the auto attendant's main greeting answers your call, press ***** and enter your mailbox number.
If the operator or another user answers your call, have the person transfer you (by pressing **VOICE MAIL ***, then pressing your station key [or entering your mailbox number] and then hanging up).
2. If required, enter your password.
3. The ESI system will announce the number of new and old messages, and will start playback of messages starting with the oldest new message and continue until all messages and recordings have played or you press ***** to disconnect.

For more information, see page C.6.

Additional functions available during off-premises voice mail message retrieval

Key	Function	Description
2	Hear time/date	Pauses the message, plays the time/date when the message was left and resumes.
5	Access user programming	Access certain user-programmable features. <div>Note: Fast forward is not available from a remote location.</div>
8	Main greeting	Goes to the main greeting.
0	Operator	Transfers you to the operator.
#	To other mailbox	To leave a message in another user's mailbox.
*	Disconnect	Disconnects you from the system. Always press * before hanging up (if you press it during message playback, the system will save the playing message and any other currently unsaved messages in your mailbox).

Live recording

(Not available on legacy 12-Key Feature Phone.)

Note: To use this feature on an ESI Cordless Handset, it must have a programmable feature key set for key code **582**. (See "Optional features," page F.12.) It then functions like the **RECORD** key described herein.

To begin recording both sides of the conversation during a call, press **RECORD**. Recording will continue until either you press **RECORD** again, the call is completed or the maximum recording length¹ is reached (default is 10 minutes). To resume recording, you must press **RECORD** again. During recording, the **RECORD** LED will "flutter" (blink rapidly) green and **RECORDING** will appear on the display.

Note: The Installer may have programmed your system to insert a short tone every 15 seconds while recording.

You can record any conversation, including a conference call. You also can make a **personal recording** — useful for recording personal reminders, in office conversations or meetings — by lifting the handset or pressing **SPEAKER** and then pressing **RECORD**. Internal dial tone will stop and recording of your station will begin until either **RECORD** is pressed again or you hang up, whichever occurs first.

Note: Interruptions in conversation may compromise the quality of the recording.

Quick Move™

The **Quick Move** feature is perfect for use by a receptionist or, indeed, anyone who receives a call that would be more appropriate for one or more other currently unavailable co-workers (for whom you have programmed station keys on your phone). Let's say someone calls and wants to speak to one of your co-workers. You say that the co-worker isn't there now but you'll be happy to let the caller leave a voice message. However, the caller protests that he doesn't "want to talk to a recording" and wants you to write down the message. Worse, you know that some of your other co-workers will want to hear what this caller has to say.

But here's all you have to do: just press **RECORD** and then, while recording (and "taking down" the message, as far as the caller knows), press the station keys for those to whom you wish to Quick Move the message. You can do this for as many stations as you have station keys programmed on your phone.

Each designated user's mailbox will receive the recording as a new message, but **your** mailbox will **not** have the recording. This feature saves you a number of steps — *i.e.*, you won't need to access your mailbox **and** move the recording **and** delete the recording from your mailbox.

Playback of recordings

If you have recorded conversations, they will play after your old messages, or you can access them directly by pressing **VOICE MAIL**, **RECORD**. This will play back the recordings, starting with the newest recording. Recordings can be handled just like other messages (see next item).

¹ Adjustable by only the Installer.

Off-premises message delivery

To program this, press **PROG/HELP 6**.

Introduction

The ESI system can be programmed to deliver messages to an off-premises phone or to page you when your voice mailbox receives a message. You can set the phone number (cell phone, home number, another extension, *etc.*), a **delay time** (the period that the system is to wait before attempting to deliver the message), or the pager number.

The administrator can also set for your station the:

- Number to be called or paged
- Delay period
- Number of attempts
- Interval between attempts (in increments of 30 minutes)
- "Quiet period" which suspends message delivery for late night, *etc.*

If you have programmed both an off-premise delivery number and a pager number, the system will prompt you to choose one of the following delivery options:

- Phone-only
- Pager-only
- No off-premises delivery

Message delivery

... To a phone

Whenever your mailbox receives a new message, the system will call the number that you have programmed and play the prompt: *"You have messages. Please enter your password."* The prompt will repeat three times before the system assumes that no one has answered (*i.e.*, because it has "heard" no password) and disconnects.

Upon answering, enter your password (if you have set your password options for no password, you must enter **0** as your password).

Warning: A "*" response instead of the password will cause the system to suspend calling you until it receives the next new message.

You will then be connected to your mailbox and can proceed with normal remote operation (see "Retrieving voice mail messages from an off-premises location," page D.5).

... To an external pager

You can have the system call and activate your external pager whenever the first new message is left in your mailbox and repeat the page (at the interval programmed by the administrator) until all new messages have been retrieved.

Note: You can toggle the feature on or off in user programming (**PROG/HELP 6 1**).

Message Recycle Bin (un-delete)

The ESI system stores your 10 most recently deleted messages in a **Message Recycle Bin** to allow you to recover, or "un-delete," messages that may have been deleted in error.

You access the Message Recycle Bin through user programming (**PROG/HELP 9**). Press **9** to advance through deleted messages. Press **8** to restore a message to your mailbox as an old message.

Status indicator lamp

(Not on ESI Cordless Handset or legacy 12-Key Feature Phone.)

The red **status indicator lamp** is located at the top of an ESI 40 Business Phone, 48-Key Feature Phone, or 24-Key Feature Phone. The status indicator lamp indicates three conditions:

- **Phone is off-hook** — Light glows solid red.
- **Phone is ringing** — Light "flutters" continuously.

Note: The light won't "flutter" if the ringer volume is turned off.

- **Phone has at least one new voice mail message** — Light blinks.

For example, if a user is wearing a headset, it can be difficult to know whether he/she is on a call. Therefore, just look at the status indicator lamp — if it's glowing solid red, the person is, indeed on a call.

Note: If **more** than one of these three conditions is true at the same station, the status indicator lamp will behave according to the following priority: off-hook, then ringing, then new voice mail. Here's an example. You have a new voice mail message waiting, which makes the status indicator lamp blink. However, if the phone begins to ring, the status indicator lamp will "flutter" continuously because ringing has a higher priority than new voice mail; and, if you then pick up the handset or press **SPEAKER** to take the call, the status indicator lamp glows solid red because the off-hook condition has the highest priority of the three conditions.

Optional voice mail feature: Guest mailboxes

Important: This is a special, optional feature not explained in the tutorial. Be sure to get your guest mailbox number from the Administrator.

Guest mailboxes are perfect for personnel such as outside sales or manufacturing personnel who do not have an internal extension assigned to them but still need a mailbox. You can handle a guest mailbox as it were a regular extension (*i.e.*, list it in the directory, assign a programmable feature key for transfer to it, etc.).

Notes: A guest mailbox must have at least one personal greeting recorded to be activated and, thus, able to accept messages.

You also can use the off-premises "reach-me" feature (see page D.3) with a guest mailbox.

Personal greetings

You can record up to three different greetings in your own voice indicating the availability to return calls. Also, you can change the greetings as often as necessary by recording over a previously recorded greeting. (See "Select personal greeting," page D.1, to learn how to program these greetings.)

(Continued)

Programming your guest mailbox from an ESI Feature Phone

Press **PROG/HELP ***, then the mailbox number and then **#** to confirm. You will be prompted to: record the greeting, change the password, enter an external paging number, or exit by hanging up.

You can record up to three different personal greetings in your own voice indicating your availability to return calls.

Tip: If necessary, review "Personal greetings" on page D.1, for options and sample greetings.

You can change any personal greeting as often as necessary, by just recording over a previously recorded personal greeting.

Warning: Do not delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings **will not** revert to the initial default greeting and **will** turn off your mailbox.

Select the desired greeting number — 1, 2, or 3. The current greeting will be played followed by prompts to re-record, delete, hear again, or select as the current greeting by pressing **#**.

1 Record personal greeting

Begin recording at the tone, press **1** to stop. The new personal greeting automatically replaces the previous greeting.

Important: Your mailbox will work only if at least one personal greeting exists for it. However, a legacy 12-Key Digital Feature Phone must also have code **579 (VOICE MAIL)** programmed on a programmable feature key.

2 Delete personal greeting

When prompted, press **2** again to confirm deletion. (See "Important" note, *above*.)

3 Hear current personal greeting

Password

See "Password," page C.5.

Off-premises message delivery

See "Off-premises message delivery," page D.7.

Message Recycle Bin (un-delete)

See "Message Recycle Bin," page D.8.

Optional voice mail feature: Broadcast mailbox (500)

Important: This is a special, optional feature not explained in the tutorial.

Introduction to broadcast mailbox

The **broadcast mailbox** lets you broadcast a "master" message to all system users' mailboxes. When you record a master message in the broadcast mailbox, the ESI system instantly copies it into the mailbox of each user who has recorded a personal greeting.

For easily contacting all system users, the ESI system's broadcast mailbox (500) automatically consists of all **station** mailboxes (not guest mailboxes) **with personal greetings recorded**.

Note: A user can only delete or save his **copy** of a broadcast message; the broadcast mailbox will retain a saved group message until deleted by every member of the group.

The master message remains in the broadcast mailbox until all users have saved their copies or deleted them from their mailboxes.

You may give the broadcast mailbox password to others to allow them to also record master messages. Setting "0" as the password eliminates the password requirement.

Leaving a broadcast message

Dial **500** and enter the appropriate password (if required).

Deleting a broadcast message from the broadcast mailbox

Enter broadcast mailbox programming by pressing **VOICE MAIL, ***, then dial **500**. You will hear any previously recorded broadcast messages not yet deleted by all system users. Delete by pressing **7**. Exit by hanging up.

Warning: If you delete the master message from the broadcast mailbox, all remaining copies will automatically be deleted from the user's mailboxes.

Example:

You have left a broadcast message reminding everyone of a meeting for Friday. The following Monday, if the message is still in the broadcast mailbox (indicating that at least one of the persons has not deleted the message), you can delete it from the broadcast mailbox which will delete it from all user mailboxes who have not yet heard the message and deleted from their mailbox.

An important note about Quick Groups

Any user can use the **Quick Groups™** feature to send a message to any combination of users (for each of whom a station key has been programmed) without having to create specific group mailboxes. No programming is required to initiate Quick Groups.

Optional voice mail feature: Cascade notification mailboxes

Important: This is a special, optional feature not explained in the tutorial. Be sure to get your cascade notification mailbox number from the Administrator.

A **cascade notification mailbox** dials up to three designated numbers (of up to 24 digits each) in a sequence called a *cascade*.

If a cascade notification mailbox receives a new message, the ESI system dials the first number for a set number of times. If it receives no response, the ESI system then dials a second number for a set number of times. If, again, there is no response, the ESI system dials the third number; and the system then dials all three numbers, in sequence, until someone does finally retrieve the message. This is useful for a variety of individuals who must be "on-call" after hours, such as doctors, plumbers, technical support representatives, wrecker drivers and volunteer fire fighters.

Programming your cascade notification mailbox

Cascade mailbox options

You can program up to three external numbers, of up to 24 digits each, to be called or paged whenever the mailbox takes a new or urgent message. The system will dial the first number (for the number of times listed), then dial the second paging number (for the number of times listed), and finally dial the third number, continuing in this sequence to call all three numbers until the message has been retrieved.

1. MB	2. 1st Number	3. Type	4. Attempts	5. 2nd Number	6. Type	7. Attempts	8. 3rd Number	9. Type
520	2145553232	PHONE	2	2145554254	PHONE	3	2145555452	PAGER

To program a cascade mailbox, press **PROG/HELP *** and the mailbox number, followed by **#**. Then, if prompted, if enter the password (the default password is the same as the mailbox number). If this is the first time you've programmed the mailbox, it will prompt you to record the mailbox greeting. Otherwise, press **6 1** to enter programming of the following cascade mailbox options:

1. **The mailbox number** — **Range:** 520–529. [Then press **1** to enter number programming, and proceed to Step 2.]
2. **First number** — The number to be dialed (**without** the CO line group).
3. **Type** — *PHONE* or *PAGER*. Use scroll keys to select.
4. **Attempts** — How many times the system will call before adding the second number.
Range: 0–99 (0 immediately pages all numbers). **Default:** 1.
5. **Second number** — The number to be dialed (**without** the CO line group).
6. **Type** — *PHONE* or *PAGER*. Use scroll keys to select.
7. **Attempts** — How many times the system will call before adding the third number.
Range: 0–99. **Default:** 1.
8. **Third number** — The number to be dialed (**without** the CO line group).

Note: Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. Press **#** to confirm the inserted character and continue. Press **# #** to complete the entry. To change the number, delete and then re-enter it.

Cascade notification parameters

The cascade notification mailboxes will use the same CO line group and pager dialing pause as programmed by the Installer.

Notification interval

To program the notification interval parameter for a cascade notification mailbox:

1. From the programming menu for that mailbox, press **6 2**.
2. Enter the number of minutes for the interval between attempts.
Range: 1–1440. **Default:** 30.

Notes: Enter **only** the number; **do not** include a line access code (such as **9**). Use the **▲** scroll key to enter special characters; use the **▼** scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

For those situations where more than one cascade notification mailbox is in operation, the ESI system automatically sends the mailbox number to the display of a cell phone or digital pager, to indicate **which** mailbox has new messages.

Retrieving cascade notification mailbox messages

Retrieving messages when off-premises

If using an off-premises phone

1. Your off-premises phone ring. When you answer, you'll hear: "You have new messages in mailbox number [xxx]. Please enter your password. To stop notification, press the ***** key."
2. Enter the mailbox number and (if necessary) password. The system then will play any new messages in the cascade notification mailbox.

If using a pager

1. Call the main number.
2. If the auto attendant main greeting answers, press ***** and the cascade paging mailbox number. If a live operator answers, have the operator transfer you (by pressing **VOICE MAIL** and *****, followed by entry of the cascade paging mailbox number).

Retrieving messages when using an ESI desktop phone

Press **VOICE MAIL *** and then enter the mailbox number.

Virtual Mailbox Key

See "Virtual Mailbox Key," page D.4.

Message Recycle Bin (un-delete)

See "Message Recycle Bin," page D.8.

ESI phone operation

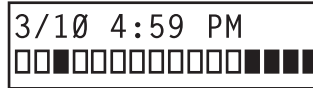
Display

When your phone (or **station**) is not in use, the **display** will show the current date and time, activated features such as DND (do not disturb; see "**MUTE/DND**," page E.3), monitor mode, and — on an ESI desktop phone (other than the legacy 12-Key Feature Phone) — the system's current line usage.

Note: An ESI Cordless Handset's display is similar to that of the 24-Key Feature Phone; one difference is that a Cordless Handset **doesn't** show line usage.

On an ESI 40D Business Phone, 48-Key Feature Phone, or 24-Key Feature Phone, each block on the bottom line of the display will represent an individual line (as in the examples, *right*). Incoming calls usually are assigned beginning with Line 1 at the far-left line indicator. Outgoing calls are assigned from the highest-numbered line beginning at the far right.

Two-line display



Three-line display



■ Line in use

□ Available line

As you use your ESI desktop phone, its display changes frequently to give you detailed information during call processing and voice mail operations.

Caller ID

If you subscribe to Caller ID from your telephone service provider, the phone's display will show an outside caller's name and/or number.¹ In some instances, the service provider can send only a general caller status — such as *UNAVAILABLE*, *PRIVATE* or *NO DATA SENT*.

Keys

Programmable feature keys

The phone's **programmable feature keys** have been pre-programmed by the installer. The following chart indicates the number of programmable feature keys on each ESI phone that your ESI system supports:

ESI phone model(s)	Number of programmable feature keys
ESI 40 Business Phone	16
48-Key Feature Phone	30
24-Key Feature Phone	12
ESI Cordless Handset	4
12-Key Feature Phone (legacy product)	9

You may wish to add to or change some of these keys to perform different functions explained throughout this manual. Press **PROG/HELP** to verify current settings (see "Station programming," page C.1).

Important: Each ESI Cordless Handset has a combination **TRANS/CONF/PRG** key that you should press when this *User's Guide* instructs you to press **PROG/HELP**.²

Note: To use voice mail, conference calling and mute/DND on a legacy 12-Key Feature Phone, **or** to use call recording or do-not-disturb mode on an ESI Cordless Handset, you must program these features into programmable feature keys (see "Optional features," page F.12).

¹ If you don't subscribe to Caller ID, the LCD will show which line is receiving the call, instead of the caller's name or number.

² Each Cordless Handset has no access to the system's Verbal User Guide ("help mode").

Fixed-feature keys

The **fixed-feature keys** on the phone are permanently labeled as to their usage. The **FLASH/REDIAL** and **MUTE/DND** key on an ESI phone each have two purposes; your ESI system will govern this by permitting only the appropriate function when either is pressed, depending on the circumstances at that moment. The different phone models have some different fixed-feature keys.

Keys' LEDs (lamps)

The LEDs (*light-emitting diodes*), or lamps, associated with the programmable and fixed keys aid in determining the status of their function. In general:

- **Green** indicates a function associated with your phone.
- **Red** indicates an occurrence at another station.
- A **solidly lit** lamp indicates in-use status.
- **Blinking** indicates an action, such as ringing or holding, is required; a **fast blink** calls for immediate action.

As an example, a blinking red key is a call ringing at another station; blinking green signifies ringing at your station. (See also "Line keys," page F.11.)

Note: Each ESI Cordless Handset has only red LEDs, and only on its four programmable feature keys. The illumination activity (such as blinking) otherwise is similar to that described above.

SPEAKER key and speakerphone operation

Note: The ESI Cordless Handset models and legacy 12-Key Feature Phone each lack a speakerphone.

For hands-free conversation, use the **SPEAKER** key. When an outside call rings, you can press **SPEAKER** to connect to the caller via your phone's built-in speakerphone. This lights the **SPEAKER** key's LED. Or, while using the handset, you can switch a call to the speakerphone by pressing **SPEAKER** and hanging up the handset. (To revert to the handset from speakerphone mode, lift the handset again.) To perform **group listening** — *i.e.*, have a handset conversation **along with** the caller's voice broadcast over your speaker — press **SPEAKER** while on a handset conversation **but do not hang up the handset**.

Hands-free answer (internal calls only)¹

Note: To use this feature on an ESI Cordless Handset, you must be using a headset.

You can program your phone to enable or disable **hands-free answer**¹ — press **PROG/HELP 3 5**. With hands-free **enabled**, an internal call to your station generates a short ring and a double connect tone, then automatically connects the caller to your speakerphone. With hands-free **disabled**, an internal call to your station generates a single-ring cadence; outside calls ring with a double-ring cadence.

Note: The legacy 12-Key Feature Phone only supports hands-free *listening*. You must pick up the handset to respond to the caller.

¹ The legacy 12-Key Feature Phone supports only hands-free **listening**. To **answer**, you must pick up the handset.

Volume/scroll keys

The two smaller keys labeled ▲ and ▼, located just above the dial pad, serve two purposes:

- **Adjusting the volume** heard through the handset and speaker — Your phone will maintain the chosen volume setting until you change it.
- Serving as **scroll keys** for operations (such as Esi-Dex or programming) that may show several entries on the display, such as special characters: #, *, P, and F.

Notes: Each ESI Cordless Handset lacks scroll keys, and thus doesn't support features like Esi-Dex.

To control volume on a Cordless Handset, use the buttons on the Handset's side.

MUTE/DND key

To disable your handset or speaker microphone during a conversation (either with the handset or speaker), press **MUTE/DND**. While the mute function is activated, the **MUTE/DND** LED will blink rapidly and the display shows "MUTED."

When your phone is idle and you wish to make sure its calls go straight to voice mail, press **MUTE/DND** to toggle your phone in or out of DND (do-not-disturb) mode. The display will show *DND* and the **MUTE/DND** LED will glow amber.

Notes: If you press **MUTE/DND** while your phone is ringing, this forwards the call to your voice mailbox (see "Voice mail operation," page D.1) and your station will be placed in DND.

On each Cordless Handset, muting is handled by the side-mounted **MUTE** button. For DND capability, assign key code **578** to a programmable feature key (see "Optional features," page F.12).

Soft feature keys

Soft feature keys are *dynamic*: when used, they constantly change your ESI phone's status. These soft keys, located under the display, include **ESI-DEX**¹, **PROG/HELP**, and **scroll keys** (▼ and ▲). Along with spoken and displayed commands, they guide you through the use of Esi-Dex (page F.2), various programming activities and controlling the volume of your phone's handset and speaker.

Dial tone

When you first lift your handset, you will hear an **internal dial tone** that allows you to call other stations or perform other internal functions. To gain an **outside dial tone**, dial **9** (or **8** or **7**)² or press a programmable feature key that has been set as a line key. (A line key, when pressed, automatically gains an outside line. Consult your System Administrator if you have questions.)

Note: On an ESI Cordless Handset, to receive:

- . . . internal dial tone, press **TALK**.
- . . . external dial tone, press **9** (or **8** or **7**).² (If the Handset is in sleep mode, press **TALK** first.)

¹ Not available on the legacy 12-Key Feature Phone.

² What you dial to reach an outside line depends on your system's particular setup. If you're not sure, consult your administrator.

Basic phone use

Outside calls

To answer (double-ring cadence): Lift the handset **or** press **SPEAKER**. If using a Cordless Handset, either press **TALK** or remove the Cordless Handset from its charging cradle.

To place: Lift the handset **or** press **SPEAKER**. Then either press an unlit line key or dial **9** (or **8** or **7**)¹ to be assigned an outside dial tone.¹ On a Cordless Handset, press **TALK** and dial **9** (or **8** or **7**).¹

To hang up: Replace the handset **or** press **RELEASE** **or** — if using the speakerphone — press **SPEAKER**. If using a Cordless Handset, press **TALK** or put the Handset in its charging cradle.

Internal calls

To answer (single-ring cadence): In hands-free mode, answer directly through the speakerphone **or** pick up the handset. Or, to answer a ringing call, lift the handset **or** press **SPEAKER**. If using a Cordless Handset, either press **TALK** or remove the Cordless Handset for its charging cradle. (To receive a “hands-free-answer” call on a Cordless Handset, you must be using a headset.)

To place: Lift the handset and dial the extension number or press a station key (see “Direct station selection,” page E.5). On a Cordless Handset, press **TALK** or dial the extension.

To hang up: Replace the handset or press **RELEASE** or press the station key again or — if using the speakerphone — press **SPEAKER**. If using a Cordless Handset, press **TALK** or put the Handset in its charging cradle.

Shortcut for either outside or internal calls on speakerphone-equipped ESI phones:

If you press a station key or dial an extension number, the ESI system automatically activates the speakerphone.

¹ What you dial to reach an outside line depends on your system's particular setup. If you're not sure, consult your administrator.

Direct station selection

Programming some of the programmable feature keys (see p. C.2) as **station keys** will provide direct access to those stations as well as providing lamp information as to their status. The station keys' LEDs indicates the status of the station assigned to each key:

If a station key's LED is . . .	The station assigned to that key is . . .
Unlit	Available; currently unused
Red; steadily lit	In use
Red; blinking	Ringing from another call
Green; steadily lit	Connected to you (including via voice mail)
Green; blinking	Ringing from your call
Amber; steadily lit	In DND mode

Note: Each ESI Cordless Handset has only red LEDs, and only on its four programmable feature keys. The illumination activity (such as blinking) otherwise is similar to that described above.

To call another station programmed into one of your station keys:

1. Press an available (unlit) station key.
2. The called station will sound a short ring followed by a double connect tone.
3. The phone system will activate the called station's speakerphone (**or** the station will ring **if** that station's user has hands-free answer disabled).
4. To disconnect when finished, do **one** of the following:
 - Replace the handset.
 - If in hands-free mode, **either** press the station key again **or** press **SPEAKER**.
 - Press **RELEASE**. (With a Cordless Handset, press **TALK** or put the Handset in its charging cradle.)

If you press a key for a station that's in use (red; steadily lit), you will "camp onto" the station, where its Feature Phone's display will tell its user that you're waiting (see "Call waiting," page E.11).

If you press a key for a station that's in DND (amber; steadily lit), you'll be forwarded directly to the person's mailbox.

Transferring an outside call . . .

. . . to another station

Blind transfer

1. While connected to an outside call, press a station key (or press **TRANSFER** and then dial the extension number).
2. Hang up.

Note: If the called person doesn't answer, the caller will be forwarded either to the called person's mailbox or another destination the Installer has programmed.

Supervised transfer — announcing the caller to the called person

1. While connected to an outside call, press a station key (or press **TRANSFER** and then dial the extension number) and **wait** until the called person answers.
2. Announce the caller (e. g., "Hello; I've got Bill on the line and I'm transferring him to you now.")
3. Hang up.

Note: If the transferred-to person doesn't answer in step 1, press the station key again or press **FLASH** to be reconnected to the original caller.

. . . to another phone number (trunk-to-trunk transfer)

Important: USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESTECH SYSTEMS, INC. BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS, OR ANY OTHER COSTS OR DAMAGES RELATED THERETO, ARISING FROM THE USE OF THESE FEATURES.

Blind transfer

1. While connected to an outside call, press **TRANSFER** and then the line access code (9, 8, or 7), and then the telephone number to which you want to transfer.
2. Hang up. Now both outside lines are connected via a trunk-to-trunk connection.

Note: If, at any point during the trunk-to-trunk transfer, you wish to return to the original call (e.g., perhaps you received a busy signal at the remote end, or the recipient simply won't take the call), just press **FLASH**. This disconnects the second outside connection, returning you to (and removing from hold) the original call.

Supervised transfer — announcing the caller to the called person

1. While connected to an outside call, press **TRANSFER** and then the line access code (9, 8, or 7); then dial the phone number to which you want to transfer, and **wait** until the called person answers.
2. Announce the caller (e.g., "Hello; I've got Bill on the line and I'm transferring him to you now.")
3. Hang up. Now both outside lines are connected via a trunk-to-trunk connection.

Note: If, at any point during the trunk-to-trunk transfer, you wish to return to the original call (e.g., perhaps you received a busy signal at the remote end, or the recipient simply won't take the call), just press **FLASH**. This disconnects the second outside connection, returning you to (and removing from hold) the original call.

. . . to a voice mailbox

Transferring a caller to a mailbox to leave a message

1. While connected to an outside call, press **VOICE MAIL** and the appropriate station key — or, if your phone has no station key programmed for this destination, press **VOICE MAIL** and **TRANSFER**, and then dial the extension number.
2. You and the caller will be connected to that user's personal greeting. You may choose either to hang up immediately or listen to a portion of the personal greeting (*i. e.*, to assure yourself that you have placed the caller into the correct mailbox).

Note: Regardless of when you hang up, the caller will hear the entire personal greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

Transferring a user to his/her own mailbox for message pickup

You can transfer a user who's calling from the outside directly to his/her mailbox for message pick-up by pressing **VOICE MAIL *** and the appropriate station key, **or** dialing the mailbox number and hanging up.

. . . to the main greeting

To transfer an outside caller to the main greeting, press **VOICE MAIL** and hang up.

Transferring an internal call . . .

. . . to another station

Blind transfer

1. While connected to an internal call, press **TRANSFER** and then either press a station key or dial an extension number.
2. Hang up.

Supervised transfer — announcing the caller to the called person

1. While connected to an internal call, press **TRANSFER** and then either press a station key or dial an extension number; then, **wait** until the called person answers.
2. Announce the caller (e.g., "Hello; I've got Bill on the line and I'm transferring him to you now.")
3. Hang up.

. . . to another phone number

Blind transfer

1. While connected to an internal call, press **TRANSFER** followed by the line access code (9, 8, or 7) and the telephone number to which you want to transfer.
2. Hang up.

Supervised transfer — announcing the caller to the called person

1. While connected to an internal call, press **TRANSFER** followed by the line access code (9, 8, or 7) and the telephone number to which you want to transfer, and wait until the called person answers.
2. Announce the caller (e. g., "Hello; I've got Bill on the line and I'm transferring him to you now.")
3. Hang up.

... to a voice mailbox

Transferring a caller to a mailbox to leave a message

1. While connected to an internal call, press **TRANSFER**, then press **VOICE MAIL**, and then press a station key or dial an extension number.
2. You and the caller will be connected to that user's personal greeting. You may choose either to hang up immediately or listen to a portion of the personal greeting (*i. e.*, to assure yourself that you have placed the caller into the correct mailbox).

Note: Regardless of when you hang up, the caller will hear the entire personal greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

Conference calling

Up to two conferences, with up to four members each, can be conducted at the same time per system.

Contact your system Installer to verify if your system is configured to handle two simultaneous conferences.

Note: On stations with a legacy 12-Key Digital Feature phone, a programmable feature key must be set to **570** in order to initiate a conference call. For more information, see page F.12.

To create a **conference call**:

1. Establish the first call.
2. Press **CONF**¹ to place the call on hold.
3. Place a second call as you normally would.
4. Once connected to the second call, press **CONF** again to connect all of you together.

Note: Repeat these steps to add a fourth member to the conference.

If the newest added-on member does not answer, press his/her station key again or press **FLASH** to return to the original conferees. If you place any incoming caller on **HOLD** or **exclusive HOLD** (see "Hold/exclusive hold operation," page E.12), you can add that caller, as well, to the conference by pressing **CONF**, retrieving the call from hold (or exclusive hold) and pressing **CONF** again.

Any member of the conference can drop out by simply hanging up. However, when the station that created the conference hangs up, all members in the conference are disconnected. Individual stations or lines connected to the conference can be dropped from the conference by pressing their station or line key (lit green).

Note: Your installer or System Administrator may have enabled trunk-to-trunk conferencing (unsupervised conferencing) for your station. If so, the steps to initiating such a conference are the same as for performing any other conference (see above); the difference is that you may hang up, thus exiting the conference, but the remaining members **won't** be disconnected. (If this feature isn't enabled, your hanging up disconnects all members.)

Important: USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESTECH SYSTEMS, INC. BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS, OR ANY OTHER COSTS OR DAMAGES RELATED THERETO, ARISING FROM THE USE OF THESE FEATURES.

¹ If you're using an ESI Cordless Handset, use the **TRANS/CONF/PRG** key each time these instructions tell you to use **CONF**.

Call forwarding

Your station has been pre-programmed by the installer to “**call-forward**” your phone when it is busy or does not answer (usually to your mailbox). In addition, you can temporarily call-forward all of your calls to another station or another user's mailbox.

1. Dial **5 6 5**.
2. Dial the extension number (or **VOICE MAIL** and then the mailbox number) to which the system should forward all calls.

Note: If the forwarded-to station is busy or does not answer a forwarded call, the call will be returned to **your** mailbox.

If you frequently call-forward your phone, you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number. (For more information, see “Programmable feature keys,” pp. C.2) The call forwarding key will be solid green to indicate that it is active.

Call forwarding/no-answer

Note: The ESI Cordless Handsets and legacy 12-Key Feature Phone do not support call forwarding/no-answer.

One special form of call forwarding your phone can do is called **call forwarding/no-answer**. As the term implies, it's a forwarding that occurs only after a call to your extension goes unanswered; so, essentially, this gives you a chance to answer the phone in case you're there and wish to take the call, but automatically forwards as programmed if you're either away from your phone or just choose not to take the call. You can set your phone to call-forward/no-answer to an extension or mailbox. For you to set this, either the extension must have an assigned call-forward/no-answer key assigned or you can dial **5 6 7** followed by the destination number.

When you set call forwarding/no-answer:

- Outside calls coming into the extension will ring there for a predetermined time and then be forwarded to a designated extension or mailbox.
- If the call isn't answered within a predetermined time, the caller will be routed to the original extension's voice mailbox.
- If the extension is in DND mode, the call will be forwarded immediately to the extension or mailbox.
- If the extension is busy — *i.e.*, off-hook on another call — and not in DND mode, call forwarding/no-answer will **not** be followed; instead, call waiting will be initiated (if allowed) and if the call is not answered, will follow the fixed call forward setting (normally your voice mailbox).

To set or cancel call forwarding/no-answer:

1. Dial **5 6 7**.
2. Enter the extension or mailbox to which you are forwarding.
3. Press **#** to confirm.
4. Press a scroll key (**▲** or **▼**) to select either *ENABLE* or *DISABLE* for call forwarding/no-answer.
5. Press **#** to confirm.

Call forwarding/off-premises

You may¹ also be able to call-forward to an outside number. This is called **call forwarding/off-premises**. When this is set, outside calls that are directed to your extension will be forwarded to the outside number. If the call isn't answered² in time, the caller will be routed to the extension's voice mailbox.

To set:

1. Press **CFWD** (or dial **5 6 5**).
2. Enter the number (**including the line group access code**, such as "9") to which you're forwarding.
3. Press **#** to confirm.

Example: To call forward to 214 555-4141, press **CFWD** (or dial **5 6 5**) and dial **9 2 1 4 5 5 5 4 1 4 1 #**.

To cancel:

1. Press the **CFWD** key (or dial **5 6 5**)
2. Press ***** to cancel.

Call forwarding/no-answer/off-premises

Note: The ESI Cordless Handsets and 12-Key Feature Phone do not support call forwarding/no-answer.

You may¹ also be able to call-forward/no-answer to an **outside** ("off-premises") number. This is called **call-forward/no-answer/off-premises**. When this is set, outside calls that are directed to your extension will ring for a predetermined time, and then be forwarded to the outside number. If the call isn't answered² in time, the caller will be routed to the extension's voice mailbox.

To set or cancel:

1. Dial **5 6 7** (or press an assigned call forwarding/no-answer programmable feature key; if necessary, review the instructions on page E.9).
2. Enter the number (**including the line group access code**, such as "9") to which you're forwarding.
3. Press **#** to confirm.
4. Press a scroll key (**▲** or **▼**) to select either *ENABLE* or *DISABLE* for call forwarding/no-answer.
5. Press **#** to confirm.

¹ Your extension may not be allowed to have this feature. Contact your ESI Reseller for more information.

² You must press **1** to answer the forwarded call (just as with off-premises "reach-me"; see page D.3).

Call waiting

If you've enabled **call waiting** for your station (**PROG/HELP 3 1**) and a second call comes in while you're on another, a tone in your earpiece and the bottom line of your display will indicate that a second call is waiting. You can ignore the waiting call and it will be transferred to your mailbox (or other destination set by the Installer). To **toggle between** the two calls, press **FLASH/RDL** (or **FLASH** on certain legacy phones). To **drop** either call, press **RELEASE** while connected to the call to be dropped: this disconnects it and automatically re-connects you to the other call.

On a legacy 12-Key Feature Phone, press the hook switch quickly to toggle between two calls (**FLASH**), or hold the hook switch down to release the call (**RELEASE**).

Call waiting display

Be sure to check the display when you're using call waiting. Initially, the first line shows the name or number of your original call (depending on how the call was created) and the call duration. The second line shows the name or number of the call waiting along with the duration of that call. The arrow on the display will move between the first and second lines, indicating to which call you are connected.¹ Here's an example:

1. You're connected to XYZ Company, when you hear a beep and see that Joe Smith is calling:

```
→XYZ COMPAN 4:12
SMITH, JOE 0:31
```

ESI phone
with two-line
display

```
→XYZ COMPANY
SMITH, JOE
4:12
```

ESI phone
with three-line
display

(In this example, Joe's call is being transferred to you; it's been in the system for 31 seconds.)

2. You press **FLASH/RDL** (or **FLASH** on certain legacy phones) and are connected to Joe. Note how the arrow moves to indicate the change of connection:

```
XYZ COMPAN 4:13
→SMITH, JOE 0:32
```

ESI phone
with two-line
display

```
XYZ COMPANY
→SMITH, JOE
0:32
```

ESI phone
with three-line
display

Note: If Caller ID is not used, the line number will appear instead of the caller's name or number. If Caller ID is used, in some instances the local telephone service provider will only show a general caller status such as *Unavailable*, *Private*, or *No Data Sent*.

Station-to-station call waiting

You can call, or transfer a call to, another station that is in use (as indicated by the fact that its station key, if one exists for it on your ESI phone, is glowing red). This generates a call waiting tone in the other station's earpiece and puts a call waiting indication on the bottom line of that station's display, as explained in "Call waiting display" (above). If the person ignores the call waiting, your call or the transferred call will be forwarded to the person's mailbox (or other destination set by the installer).

¹ A legacy 12-Key Feature Phone will show only the first caller. Even if you hang up from the first call, the second call's Caller ID information won't appear.

Background announce feature

(Not available on legacy 12-Key Feature Phone.)

During call waiting, you can also make a brief, private **background announcement** to the station's earpiece (if its user has enabled the background announce feature; see "Station options," page C.4).

A background announce key must have been programmed at your station by programming code **5 6 9** at a programmable feature key (see p. C.2).

1. During call waiting (as described previously), press and hold the programmed announce key to speak; the key will glow green if background announce is permitted or red if it isn't permitted. The called station will hear your voice over the outside person's voice. The outside caller, however, cannot hear you. The called person can respond by pressing **FLASH/RDL** (or **FLASH** on certain legacy phones), which places the original call on hold.
2. Release the key when you are finished speaking.

Note: This feature works only between ESI phones (*i.e.*, non-ESI analog phones on the system can neither send nor receive background announcement) — and only if (a.) the called person has allowed call waiting and background announce **and** (b.) the called person is using his/her handset. The background announce key will be green (if these conditions are met), indicating that a background announce can be made.

Hold/exclusive hold operation

The difference between hold and exclusive hold

Your ESI phone lets you put a call (internal or outside) on either *hold* or *exclusive hold*. Each puts a call into a standby mode, but here's the difference between the two:

- **Hold** allows **anyone** on the ESI system to retrieve the call. Users connected to outside calls can press **HOLD** to place the call on hold. The system identifies held calls as being in numerically identified lines — *e.g.*, "Line One," "Line Four," *etc.*
For example, if you need to transfer a call to another station and know the person is in the building but not at his/her desk, you might page him/her to pick up a "call on Line One."
- **Exclusive hold** keeps the call **only** at the station where the user pressed **HOLD**.

Note: The way the **HOLD** key operates will depend on how **HOLD** key operation was programmed by the Installer. (If you're unsure about which hold feature is activated when following the instructions, contact your System Administrator.) For future reference, place a checkmark next to the feature that's activated — either **hold** or **exclusive hold** — when you follow the instructions.

☐ **Hold** ☐ **Exclusive hold**

To place a call on hold

While on a call, press **HOLD** to place the call on hold. The **HOLD** key LED will light **solid** red on your ESI phone and will blink red on all other phones. Also, your ESI phone's display will show the quantity, and numerical line identifications, of the calls currently on hold throughout your ESI system:

ESI phone with
two-line display

CALLS HOLDING: 3
R11 9 12

Oldest (and recalling) Newest

ESI phone with
three-line display

7/18 5:02 PM
CALLS HOLDING: 3
R11 9 12

Oldest (and recalling) Newest

12-Key Feature Phone
(legacy product)

R11 9 12 3

Oldest (and recalling) Newest Calls holding

To retrieve a held call

To retrieve a held call from the same ESI phone where it was put on hold, press **HOLD** again and dial the appropriate line number (using the display for reference).

To retrieve a held call from **any** idle ESI phone on the system, press **HOLD** and dial the appropriate line number. After call retrieval, the ESI phone display will update to show lines currently holding calls.

Notes: If your phone has any line keys programmed (see page F.11), each will **blink red** when a call is on hold on its lines; in such cases, just press that line key to retrieve the held call. On the phone where the call was originally placed on hold, such a line key will blink green.

If your phone has station keys programmed (see page C.3), each will **slowly blink** when a call involving its assigned station is placed on hold. If you were the one who placed it on hold, the blink will be **green**; otherwise, the blink will be **red**. To retrieve the call, just press the station key.

After you press **HOLD**, the display will help you choose the line number to retrieve: the top row will show how many calls are on hold and the second row will show all held calls in the system. Newly held calls are added from the right side of the second row.

Note: If more calls are on hold than the display can show, each side of the display's second row will show an arrow, indicating that more lines have calls on hold. Press the corresponding scroll key (either ▼ to scroll to the left or ▲ to scroll to the right) to view the other line numbers where calls are holding.

□ Hold □ Exclusive hold

To place a call on exclusive hold

To place a call on exclusive hold on an ESI phone, press **HOLD** for at least one second. The display will briefly appear as follows . . .

*ESI phone with
two-line display*

→JOES PLUMBING
EXCLUSIVE HOLD

*ESI phone with
three-line display*

→JOES PLUMBING
EXCLUSIVE HOLD
E12

*12-Key Feature Phone
(legacy product)*

EXCLUSIVE HOLD

. . . and then return to its normal state. This exclusive hold will cause the **HOLD** key to light solid red on just that ESI phone (*i.e.*, where the key was pressed) and none other in the system.

To retrieve a call from exclusive hold

To reconnect to a call from the ESI phone where the call was placed on exclusive hold, you may do **any** of the following:

- (a.) From a phone idle state, press **HOLD** for at least one full second.
- (b.) Press the blinking programmable feature key (see pp. C.2) that you know is pre-programmed for that outside (or "virtual") line or station. This will reconnect you immediately to the call.
- (c.) Press **HOLD** briefly and dial the appropriate line number. **Only** the ESI phone where the call was placed on exclusive hold will display an "E" next to the line (identified by number) on which the call is holding. (That line number won't appear on the hold display on any other ESI phone, because no other ESI phone can retrieve that call.) In the example below, the ESI phone has a call on exclusive hold on line 12.

*ESI phone with
two-line display*

7/18 3:24 PM
HOLD RECALL: E12

*ESI phone with
three-line display*

7/18 3:24 PM
HOLD RECALL: E12

*12-Key Feature Phone
(legacy product)*

HOLD RECALL

Paging

Your ESI system can be programmed to allow **paging** through an **overhead paging system** and/or paging through some (if page zones have been created) or the speakers of all of the system's ESI phones.

Overhead paging

Station number **199** is designated as the **overhead paging port**. If the ESI system has been connected to an overhead paging system, you can page by dialing **1 9 9** and making your announcement after the tones. If you frequently page, assign **1 9 9** to a programmable feature key (see p. C.2).

Paging through phones

Press **PAGE¹ 0** to page through the speakers of all of the ESI phones. Press **PAGE** and then **1, 2, or 3** to access a programmed paging zone. (See the administrator for a list of page zones.) The Installer may have added an overhead page system to one or more of these page zones.

Note: Phones in use or in do-not-disturb mode will not carry a page through their speakers.

To page for pickup of an outside call

To page someone to pick up an outside call:

1. Place the call on hold by pressing **HOLD**.
2. Verify the line number from the display.
3. Page the person and announce the hold location for retrieval. For example:
"Sarah, you have a call on Line Two — Sarah, Line Two, please."

Call pickup

From your station, you can answer a call ringing at another station or department by pressing **PICK UP²** and then either dialing the extension or (if the destination is programmed into one of your keys; see "Programmable feature keys," p. C.2) pressing the station key for the ringing station.

During **night mode** (see page F.13), if a night bell is in use instead of the night auto attendant, press **PICK UP 0** to access the ringing outside call.

¹ The **PAGE** key is also the **#** key.

² The **PICK UP** key is also the ***** key.

Optional features

Live outside calls

If your station has been designated to receive **live outside calls** — *i.e.*, those that have neither come through the auto attendant nor been transferred — your ESI phone will:

- (a.) Display that you are receiving an outside call
- (b.) Ring with a double cadence (**internal** calls ring with a **single** cadence).

While you're on a call, additional live calls to your station will ring with a secondary ring (see page C.5). To answer any additional calls, you must do **one** of the following:

- Disconnect from the current call.
- Transfer the current call.
- Place the current call on hold.

You can press **RELEASE** to drop a current call and automatically be connected to the next ringing call.

Note: If your station is able to receive **both** live outside calls and calls transferred to you from the auto attendant, you may wish to turn off call waiting at your station (to avoid confusion between a call waiting tone in your earpiece and a secondary ring from a live outside call).

Operator station

If your station has been designated as the **operator station**, you will also receive calls when a caller dials **0** in the auto attendant or from a station.

Your display will indicate that the call ringing is one of the following:

- A call for the operator — Someone dialed **0**.
- A call for your extension — Someone dial your extension number.

As the operator, you may be responsible to manually change the Day/Night Mode of the system; if so, you must program a programmable feature key to perform this (initially, the upper left key will be the day/night mode Key). Each time the key is pressed the display will change: *DAY*, *NGT*, *HDAY*, or *AUTO*.¹ If you select *DAY* (day mode) or *NGT* (night mode) the system will operate in the selected mode until you manually change it again.

¹ *AUTO* indicates that the system will follow the day/night mode tables programmed by the Installer.

Special keys

FLASH/RDL

The **FLASH/RDL** key¹ is used for both **flash functions** and **redial functions**.

Flash functions

While you're on a call, pressing **FLASH/RDL** allows you to perform these flash functions:

- **Getting a fresh dial tone without replacing the handset** — When connected to an outside line, press **FLASH/RDL** to automatically disconnect and receive fresh **outside** dial tone. (See also "RELEASE," below.)
- **Sending a flash hook signal** — If operating behind *Centrex*² or a *PBX*, press **FLASH/RDL** to transmit a *flash hook signal* automatically to either the phone company's central office or the host PBX. Either may use this signal to provide you with additional features.
- **Toggling between calls** — If you hear a call waiting tone while on a call, press **FLASH/RDL** to toggle between the two calls.

Redial functions

If your phone is idle, pressing **FLASH/RDL** allows you to automatically call a stored name and number as shown below:

To ...	Press FLASH/RDL ...
Redial the last number called	When your station is idle ... <i>or</i> ... After first lifting the handset or pressing SPEAKER
Automatically respond to a message	During message playback with Caller ID

Note: If using an ESI Cordless Handset, you must assign the redial function to a programmable feature key (see "Optional features," page F.12).

RELEASE

The **RELEASE** key serves several purposes:

- If pressed when connected to a call through the handset, it disconnects the call and gives you **internal** dial tone.
- If pressed when you're connected to a call via the speakerphone, it disconnects the call.
- If pressed during call waiting, it drops the current call and automatically connects to the waiting call.

Notes: The hookswitch also acts as a combination **FLASH/RELEASE** key (and is the only way to perform these functions on a legacy 12-Key Feature Phone, which has neither a **FLASH/RDL** key nor a **RELEASE** key). To send a flash hook signal, quickly press the hookswitch once. To release (disconnect), hold down the hookswitch for one second.

To hang up when using an ESI Cordless Handset, press **TALK** or put the handset in its charging cradle.

¹ Certain legacy phones have separate **FLASH** and **REDIAL** keys.

² A special service your phone company may offer. See your administrator for further details.

Esi-Dex

(Not available on ESI Cordless Handsets or legacy 12-Key Feature Phone.)

Esi-Dex ("easy Dex") is a powerful feature that lets you access and auto-dial stored names and numbers. You may access names and numbers from as many as four different *Dexes* (i.e., *indexes*):

Dex	Source
Personal Dex	Names you've stored for your use (see "Adding names to your Personal Dex," below)
Station Dex	All station, department, and guest mailbox names programmed by the Installer
System Dex¹	All system speed-dial names set up by the System Administrator

Esi-Dex prompts displayed on an ESI phone with a three-line display

Prompt	What it means
[Arrows]	Move in the direction of the arrow as desired
BACK	Moves backward to previous screen/record
DEL	Deletes a specific name and/or number shown on the display
DIAL	Dials the phone number
EDIT	Edits information shown on the display
NEW	Creates a new record in Esi-Dex
NEXT	Moves to next record or programming prompt
PAUSE	Inserts a three-second pause in a phone number (if required for proper dialing)
PER	Selects Personal Dex
STA	Selects Station Dex
STOR	Stores a name and phone number
SYS	Selects System Dex

... On an ESI phone with a two-line display

1. While your station is idle (or just after receiving internal dial tone), repeatedly press **ESI-DEX** to select the desired Dex:

PERSONAL DEX	STATION DEX	SYSTEM DEX
--------------	-------------	------------

Notes: System Dex isn't available on every system.

For the remainder of this example, we'll assume you selected Personal Dex. However, the procedure is the same for any of the other Dexes.

2. Choose the desired name from the selected Dex, using one of two methods.

Either:

- (a.) **Scroll** — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

... **Or...**

- (b.) **Dial-by-name** — Dial up to the first three characters² of the extension, department, or guest mailbox name. For example: if you want to call John Doe, dial **5 6 4** (because it spells *J O H*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

→JOHN DOE
5559409434

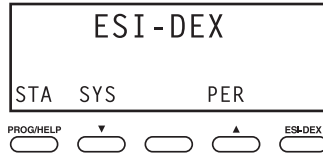
3. Press **ESI-DEX** again to dial the number.

¹ The System Dex is available only if the System Administrator has programmed system-wide speed-dial numbers.

² You can also dial just one or two characters, and then press # to enter.

... On an ESI phone with a three-line display

1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



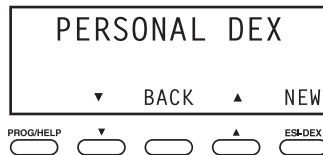
The display shows a rectangular box with the text "ESI - DEX" at the top. Below it, the words "STA", "SYS", and "PER" are spaced out. At the bottom of the box, there are three small downward-pointing triangles. Below the box, there are five oval buttons labeled "PROG/HELP", a downward-pointing triangle, a leftward-pointing triangle, an upward-pointing triangle, and "ESI-DEX".

2. Press a key to choose the appropriate Dex —Station Dex (**STA**), System Dex (**SYS**), or Personal Dex (**PER**) — or press **RELEASE** to cancel the procedure.

Notes: System Dex isn't available on every system.

For the remainder of this example, we'll assume you selected Personal Dex. However, the procedure is the same for any of the other Dexes.

The display now reads:



The display shows a rectangular box with the text "PERSONAL DEX" at the top. Below it, the words "BACK" and "NEW" are spaced out, with a downward-pointing triangle to the left of "BACK" and an upward-pointing triangle to the right of "NEW". At the bottom of the box, there are three small downward-pointing triangles. Below the box, there are five oval buttons labeled "PROG/HELP", a downward-pointing triangle, a leftward-pointing triangle, an upward-pointing triangle, and "ESI-DEX".

3. Choose the desired name from the selected Dex, using one of two methods.

Either:

- (a.) **Scroll** — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

... Or ...

- (b.) **Dial-by-name** — Dial up to the first three characters¹ of the extension, department, or guest mailbox name. For example: if you want to call John Doe, dial **5 6 4** (because it spells *J O H*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.



The display shows a rectangular box with the text "JOHN DOE" on the first line and "5559409434" on the second line. Below the box, there are five oval buttons labeled "PROG/HELP", a downward-pointing triangle, a leftward-pointing triangle, an upward-pointing triangle, and "ESI-DEX".

4. Press **DIAL** to place the call.

¹ You can also dial just one or two characters, and then press # to enter.

Adding names to your Personal Dex

You can add names to your Personal Dex by using either the **Caller ID method** or the **manual method**. The Caller ID method is the same regardless of whether you're using a ESI phone with a two-line display or an ESI phone with a three-line display; however, the manual method is used differently on each phone model.

Caller ID method (on an ESI phone with a two- or three-line display)

Whenever a Caller ID name appears on your LCD display (while talking on an incoming call or during message retrieval) press **ESI-DEX** to automatically store the name and number in your Personal Dex. The display confirms:

J DOE	3:21
CID STORED	

Manual method (on an ESI phone with a two-line display)

While your station is idle, press **ESI-DEX** until prompted to "ADD-A-NAME" . . .

ADD-A-NAME
NAME:

. . . and then enter the name and the number as prompted.

Note: If needed, press PROG/HELP for assistance.
--

1. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.
2. When the desired character appears, press **#** to confirm its entry. The cursor will move to the next character position. Use ▼ and ▲ (the scroll keys) to back up or to insert a space.

Example: To enter a <i>B</i> , press 2 twice (the possible options through which to scroll are <i>A</i> , <i>B</i> , <i>C</i> and 2). When <i>B</i> appears, press # to confirm and move to the next entry.
--

ADD-A-NAME
NAME: J DOE

3. Repeat steps 1–2 until the name is complete. The name may contain up to 12 characters (a space is a character, too).
4. Press **#** again when finished entering the name.
5. Now, enter the **number** — including, if necessary, the line access code 9 (or 8 or 71–76).

Note: Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

6. Press **#** to confirm the entry.

Manual method (on an ESI phone with a three-line display)

1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:

ESI - DEX		
STA	SYS	PER

PROG/HELP ▾ **ESI-DEX** ▴

Note: Your display may differ, depending upon the availability of certain Dexes on your system.

2. Press **PER** to choose the Personal Dex.

The display now reads:

PERSONAL DEX	
▾	BACK ▴

PROG/HELP ▾ **ESI-DEX** ▴

3. Press **NEW**.

ADD-A-NAME	
NAME:	
BACK	DEL SPEC NEXT

PROG/HELP ▾ **ESI-DEX** ▴

4. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.
5. When the desired character appears, press **#** to confirm its entry. The cursor will move to the next character position. Use **▾** and **▴** (the scroll keys) to back up or to insert a space.

Example: To enter a *B*, press **2** twice (the possible options to scroll through are *A*, *B*, *C* and *2*). When *B* appears, press **#** to confirm and move to the next entry.

ADD-A-NAME	
NAME: J DOE	
BACK	▾ DEL ▴ NEXT

PROG/HELP ▾ **ESI-DEX** ▴

6. Repeat steps 4–5 until the name is complete. The name may contain up to 12 characters (a space is a character, too).
7. Press **NEXT** when finished entering the name. You will see the display for entering the **number** that goes with the name you entered.

J DOE	
NUM:	
BACK	← DEL SPEC STOR

PROG/HELP ▾ **ESI-DEX** ▴

(Continued)

8. Enter the **number** — including, if necessary, the line access code 9 (or 8 or 71–76). To insert a two-second pause, press **PAUSE**.

Note: Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

J DOE
NUM:9725551820
BACK ← DEL SPEC STOR

PROG/HELP
▼
▲
ES+DEX

9. Press **STOR** to confirm the entry, which the phone will show briefly before returning to the Personal Dex display.

PERSONAL DEX
BACK ▼ ▲ NEW

PROG/HELP
▼
▲
ES+DEX

10. To make another name/number entry, repeat steps 3–9. To finish, press **BACK**.

Deleting names from your Personal Dex

... On an ESI phone with a two-line display

1. While your station is idle (or just after receiving dial tone), repeatedly press **ESI-DEX** to select the Personal Dex:

PERSONAL DEX

2. Choose the desired name from the Personal Dex, using one of two methods.

Either:

- (a.) **Scroll** — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

... Or ...

- (b.) **Dial-by-name** — Dial up to the first three characters¹ of the name. For example: to bring up the listing for First International Bank, dial **3 4 7** (because it spells *F I R*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

3. When the desired name and number appears ...

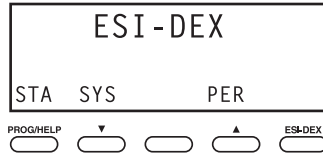
FIRST INTERNATL
5553230117

... delete the entry by pressing either * or **HOLD**.

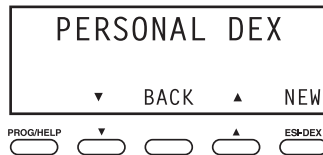
¹ You can also dial just one or two characters, and then press # to enter.

... On an ESI phone with a three-line display

1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



2. Press **PER** to choose the Personal Dex.



3. Choose the desired name from the Personal Dex, using one of two methods.

Either:

- (a.) **Scroll** — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

... Or ...

- (b.) **Dial-by-name** — Dial up to the first three characters¹ of the name. For example: to bring up the listing for First International Bank, dial **3 4 7** (because it spells *F I R*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.



4. Delete the entry by pressing **HOLD**.

¹ You can also dial just one or two characters, and then press # to enter.

Using Esi-Dex: An example

Let's say you're on a call with the XYZ Company — *XYZ COMPANY* appears on your display — and you wish to save the name and number for future use. Just press **ESI-DEX**. Your display will confirm that the information has been stored.¹ Then, to call the XYZ Company in the future, use Esi-Dex as described below for each model of ESI phone.

... On an ESI phone with a two-line display

1. Press **ESI-DEX** until you see *PERSONAL DEX* on the display.

PERSONAL DEX

2. Enter **9 2 5 (W A L)**. The display will show the first stored name that starts with the character range from *WAJ* to *YCL*.

WALTON AND SONS
9095551020

3. Press the scroll keys (▼ and ▲) until *XYZ COMPANY* appears in the display.

XYZ COMPANY
3185559421

4. Press **ESI-DEX** again. This dials the number for the XYZ Company.

Important: The number dialed (if stored from a Caller ID) will be the number for the **actual** line used by the caller, and may be different than the caller's **listed** number. Additionally, some local calls may not be auto-dialed correctly, depending on the limitations of your area's local dialing plan. You may wish to create a manual listing for these. Consult your Administrator if you need more help.

... On an ESI phone with a three-line display

1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**.

ESI - DEX

STA SYS PER

PROG/HELP ▼ ◻ ▲ ESI-DEX

2. Press **PER** to select the Personal Dex.

PERSONAL DEX

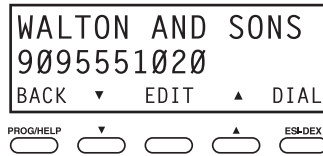
▼ BACK ▲ NEW

PROG/HELP ▼ ◻ ▲ ESI-DEX

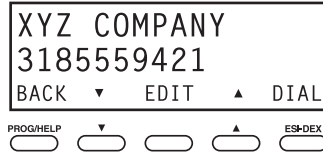
(Continued)

¹ If the number is already in your Personal Dex, the message *ALREADY STORED* will appear on the display. This indicates Esi-Dex has prevented storing the same number multiple times.

- Enter **9 2 5 (W A L)**. The display will show the first stored name that starts with the character range from *WAJ* to *YCL*.



- Press the scroll keys (▼ and ▲) until *XYZ COMPANY* appears in the display.



- Press **DIAL**. This dials the number for the XYZ Company.

Important: The number dialed (if stored from a Caller ID) will be the number for the **actual** line used by the caller, and may be different than the caller's **listed** number. Additionally, some local calls may not be auto-dialed correctly, depending on the limitations of your area's local dialing plan. You may wish to create a manual listing for these. Consult your administrator if you need further assistance.

System speed-dialing with Esi-Dex

If your administrator has programmed system speed-dial numbers, you can access one of these numbers **either** via Esi-Dex, as explained in the foregoing discussion, **or** auto-dial it by dialing its corresponding three-digit access number.

Example: If an out-of-town factory location has been programmed as system speed-dial access number 605, you can lift the handset, receive internal dial tone, dial **6 0 5** and this will automatically dial the factory's number. You may also program 605 (in this example) as a programmable feature key (see page C.2).

Override ring

(Not available on legacy 12-Key Feature Phone.)

The **override ring** feature lets you place a call — station-to-station or outside line — or leave a voice message when **another** call is ringing.

Placing a call using the override ring feature

First, program a feature key¹ to be an **Override Ring Key** — by assigning to it the function code **5 8 0**. Then, to bypass an incoming station or line call:

- Before you begin the call**, press the Override Ring Key you programmed. When you do this, **don't** take the handset off-hook **and don't** press **either** a pre-assigned headset key (see page F.13), a preprogrammed line key or **SPEAKER**.
- Once you receive dial tone, pick up the handset and proceed with your call as you normally would. The incoming call will be rerouted to the forwarding destination (such as your voice mailbox) your Installer or System Administrator has set for your station.²

Notes: Any other feature keys not mentioned above will neither answer a call nor initiate the override ring feature.

Use of the Override Ring Key also overrides any outside dial tone preference (see page F.11) that may have been set for your station.

¹ See "Programmable feature keys," page C.2, for full details.

² The override ring feature has no effect on calls ringing in from a hold recall or a queued line.

Message monitor mode (live call screening)

(Not available on legacy 12-Key Feature Phone.)

Message monitor mode, or **live call screening**, lets you hear a caller leaving a message in your mailbox, just as with your home answering machine. You turn this feature on or off as part of user programming — **PROG/HELP 3 6**. While you hear the caller through your speaker, you have the following options:

Option	Result
Lift the handset	You intercept the call
Do nothing	The system records the message to your mailbox for your later retrieval
Press MUTE/DND	Temporarily mutes your speaker (the system continues to record the message to your mailbox)

Note: During monitor mode, you will hear a call ring, then subdued ringing while the caller is hearing your personal greeting, then their message. You can intercept the call at any time.

Personal greeting reminder

If you frequently change your **personal greeting**, use this option; it sets your station to remind you of your current greeting. The first time you use your phone after it has been idle (for the period you set in this function), the system automatically plays your current greeting (and gives you the option to change it). The range is 0 (no reminder) to 500 hours. To set this, press **PROG/HELP 3 2**.

Example: If you change your personal greeting only when out of town for a few days, set the reminder interval to 60 hours; you'll be reminded if your phone has not been used for three days. If it's Friday, set the reminder for 36 hours and you will be reminded every Monday morning or if you are away for a couple of days. If you change your greeting several times a day, set the reminder for about 3 hours.

Headset operation

You can use a headset¹ with your ESI phone. Unless you're using an ESI Cordless Handset², you must program one of your programmable feature keys to be a **headset key**³ (see "Optional features," pp. F.12–F.15) that you'll use to connect to or disconnect from a call. The key will **blink** green when a call is ringing and **glow** green when connected. If you have a headset connected and the phone is off-hook, pressing the scroll keys (▼ and ▲) will adjust the headset volume. After you initiate or answer a call using the headset key, lifting the phone's **handset** automatically takes you out of headset mode. To switch back to headset mode while on a call, press the headset key again and then place the phone's **handset** on-hook.

Note: If a headset key is programmed, the phone handset must be in the cradle for proper headset operation.

¹ Not all headsets are compatible with your ESI phone; contact your ESI Reseller for a list of compatible models.

² Once a headset is plugged into an ESI Cordless Handset, audio is automatically transferred to the headset, so there is no need to program a headset key if using a Cordless Handset. For headset use with a Cordless Handset, ESI supports only the headset that's sold specifically for the two Cordless Handset models. Contact your System Administrator for more information.

³ Not available on a legacy 12-Key Feature Phone.

Outside dial tone preference

If you make mostly outside calls, you may find this setting helpful. It tells your station to connect automatically to an available outside line; *i.e.*, you don't have to dial **9** (or **8** or **7**) before the phone number. Therefore, when you lift the handset or press **SPEAKER**, you will immediately receive an outside dial tone from the highest-numbered line available to you.¹

Notes: To place an **internal** call while in this mode, press the appropriate station key **or** (a.) press **TRANSFER** to switch to internal dial tone and (b.) then dial the extension number.

On a Cordless Handset, press **TALK** to receive internal dial tone.

Line keys

If some of your programmable feature keys have been programmed as line keys (you can program line keys by using **PROG/HELP 2**), press an unlit key to access the line. An outside call transferred to your station can be answered by simply lifting the handset or pressing **SPEAKER**. You do not have to press the line key. The LED indications for the line keys are:

LED	Line status
Solid red	In use
Solid green	Connected to your station
Blinking red	Ringing at another station

LED	Line status
Blinking green	Ringing at your station
Slowly blinking red	On hold by another station
Slowly blinking green	Held by you

Notes: Dialing **9** (or **8** or **7**) to be assigned a line automatically is always available.

Each ESI Cordless Handset has only red LEDs, and only on its four programmable feature keys. The illumination activity (such as blinking) otherwise is similar to that described above.

Privacy release

This feature makes it easy to “conference-in” on a call: just press a line key assigned to the outside line the call is using, and you'll automatically join the call.²

Private line

If a **private line** has been assigned to your station, you must have a line key programmed (see page C.2) in order to access it.

¹ This aspect (*i.e.*, that it's always the highest line available to you) can't be changed.

² This feature may not be available on your system, depending on how it has been programmed. If you wish to enable this feature on your phone system, contact your System Administrator.

Optional features

The following **optional** features **may** be accessible from your station. See the Administrator for details. In many of the cases you can dial the appropriate feature code (one that starts with **5**) to activate or use the feature. In some instances, you must use a programmable feature key to serve as an on/off key for the feature (see "Programmable feature keys," page C.2).

Note: In the codes below, XXX = extension number..

Code	Feature key	Page	(legacy) 12-Key Phone	ESI Cordless Handset	ESI 40D, 24-Key, (legacy) 16-Key Phones
199	Overhead page	E.14			
560	Manual day/night mode	F.13		Y	Y
564	Headset key	F.13			Y
565	Call forward key	F.13	Y	Y	Y
565XXX	Forward to a destination	F.13	Y	Y	Y
566	Redial	F.13	Y		
567	Call forward/no-answer key	E.9			Y
568	Message monitor key	F.10		Y	Y
569	Background announce key	F.13		Y	Y
570	Conference	E.8	Y		
571	Personal Greeting 1	F.14	Y	Y	Y
572	Personal Greeting 2	F.14	Y	Y	Y
573	Personal Greeting 3	F.14	Y	Y	Y
574	Caller ID key	F.14			Y
575 and 576	Virtual answer keys	F.15		Y	Y
578	Mute/DND	F.15	Y	(DND only)	
579	Voice mail	F.15	Y		
580	Override ring key	F.9		Y	Y
582	Record	F.16		Y	
583	Quick Switch	F.16			Y
584	Account codes	F.17	Y	Y	Y

(Continued)

Manual day/night mode (Code 560)

You can use a programmable feature key to manually change the system's main auto-attendant greeting, incoming call destinations, and CO line group access.¹ Each time the key is pressed, the display switches among: *DAY*, *NGT*, *HDAY* (holiday) or *AUTO*.²

Tip: To keep the system from being taken out of this mode, place it in auto and then delete the programmable feature key's programming.

Notes: The System Administrator can also change the mode and/or re-record the holiday greeting remotely to handle unexpected closings, such as for inclement weather.

Headset key (Code 564)

Note: It's unnecessary to program this key on an ESI Cordless Handset; one simply plugs in or unplugs a headset as desired.

This key provides for easy connecting to/disconnecting from calls when operating in headset mode (see "Headset operation," page F.10). Press the key to receive dial tone or to answer a ringing call. Press the key again or press **RELEASE** to disconnect from the call.

Call-forward key (Code 565 or 565XXX)

Note: Your ESI phone may have a dedicated call-forward key (**CFWD**).

If you frequently call-forward your phone (see "Call forwarding," page E.9), you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number.

Redial (Code 566)

This redials the outbound number (*i.e.*, not internal extension) most recently dialed from your station.

Call-forward/no-answer key (Code 567)

Note: Not available on an ESI Cordless handset.

Enables or disables the call-forwarding/no-answer feature. When this feature is enabled and someone calls your station but receives no answer, the call will go to the destination you've programmed (for more details, see page E.9). The difference between this feature (**Code 567**) and traditional call forwarding (**Code 565**) is that, with this feature, your phone actually rings first before going to the selected destination.

Message monitor key (Code 568)

Easily toggle the message monitor mode on or off with this key. (Otherwise, you can perform the toggle by pressing **PROG/HELP 3 6** and following the prompts.)

Background announce key (Code 569)

During call waiting, you can also make a brief, private **background announcement** (see "Background announce feature," page E.12) to the station's earpiece (if the station user has enabled this feature). Hold down the key until you hear a beep, then begin talking; release the key when finished.

¹ Depending on how the Installer has programmed your system, day and night mode for incoming calls and CO line group access may not change upon use of this key.

² *AUTO* indicates that the system will follow the day/night mode tables programmed by the Installer.

Personal greeting keys (Codes 571–573)

These keys will provide for easy activation of one or more of your personal greetings (see “Personal greetings,” page D.1). The key's LED will be green for the associated personal greeting that is active. These keys can be used in place of or in conjunction with manual activation of the greetings in programming mode.

Caller ID key (Code 574)

Notes: Not available on an ESI Cordless Handset.

This works **only** if you are receiving Caller ID service from your provider. Consult your Administrator, if needed.

Press this programmable feature key to see the stored Caller ID records for your extension's 25 most recently received calls. Use the **scroll keys** (▼ / ▲) to view Caller ID information from different calls. (The system stores Caller ID records for **only** extensions which have a Caller ID key assigned; so, when you first assign the key, you'll have no previous records through which to scroll.)

Note: The Caller ID key will light **only** when there's a missed **call**. Although voice mail messages' Caller ID information also is stored by the system, waiting voice mail lights **only** the **VOICE MAIL** key.

The phone display will also indicate each call's classification as shown in this chart; also, if this is the first time you're seeing this particular call's record, ***** appears to the left of this indication.

Classification	On third line of phone with three-line display	On second line of phone with two-line display
Answered by the station	ANS	A
Missed call (abandoned call)	MISS	M
Went to your voice mailbox	VM	V
Answered by “other” means (call-forwarding, use of someone else's PICK UP key, <i>etc.</i>)	RE	R
New record	*	*

While a record is on the display, you may do the following:

- To **dial** the caller displayed, press **REDIAL**.
- To **view** the telephone number (rather than the name), press **2**.¹
- To **delete** a record, press **7** while the record is on the display.
- To store the record in your Personal Dex, press **ESI-DEX**.

To **finish**, press the Caller ID key again (or press **RELEASE**).

¹ Not applicable to a 48-Key Feature Phone, which shows both the number and (if included in the Caller ID record) the name.

Virtual Answer Keys (Codes 575, 576)

Note: This works **only** if call waiting is enabled for your station. Consult your administrator if needed.

You can program a **Virtual Answer Key** to play a greeting to a caller when your extension is busy and route the caller to a desired destination by pressing this key. Program a programmable function key with either **5 7 5** or **5 7 6**. Prompts will instruct you in how to record the greeting and program the caller's destination.

The destination can be either the default call waiting or another station; the system takes the caller there after playing the recorded greeting. With call waiting, the system places the caller on hold as call waiting ("camping on") for your station; if the caller can't wait, he/she may (a.) press **1** to reach your voice mail, (b.) enter another extension or (c.) press **0** to reach the Operator. With another station selected, the call is forwarded to the station.

To record the greeting from an idle phone:

1. Press the chosen programmable function key; then press **RECORD**.
2. Follow the prompts to record the greeting and program the destination.

Sample greetings for Virtual Answer Keys:

*"Hello. This is Harvey. I'm currently on another line, but I'd really like to speak to you. Please hold and I'll be with you shortly. However, if you don't wish to wait on hold, press **1** to leave me a voice message. You may also either dial another extension or press **0** to reach the Operator."*

"Hello. This is Bill. I'm currently on another line, but I have been notified of your call. I am sending your call to our Sales Department administrator for more immediate assistance. Please remain on the line as your call is being transferred. Thank you."

Note: If a caller presses **1** to go to your voice mail, the call will go into that extension's mailbox, regardless of whatever call-forwarding settings your ESI Installer has made.

Here's an example. The Installer has set the call-forwarding for extension 101 to go to mailbox 102. The user at extension 102 uses a Virtual Answer Key to answer a call, and the caller presses **1** when prompted to go to voice mail. That caller will go to mailbox 101 — **not** mailbox 102.

Mute/DND key (Code 578)

This multi-mode key's function varies, depending upon whether the phone is on a call or idle:

- **If the phone is on a call (off-hook)** — Mutes the microphone so that the person on the other end of the line can't hear you.
- **If phone is idle (on-hook)** — Puts the phone into do-not-disturb (DND) mode, sending callers directly to your voice mailbox¹.

Note: When programmed on an ESI Cordless Handset, this key performs only the DND function; to mute or "un-mute" an ESI Cordless Handset, use the keys on its side.

Voice mail (Code 579)

Allows a legacy 12-Key Feature Phone (which lacks a dedicated **VOICE MAIL** key) to have voice mail access.

Warning: To use voice mail from a legacy 12-Key Feature Phone, you must assign this code to a programmable feature key. **Failing to do so will disable the mailbox.** (When you try to access a disabled mailbox, the system will notify you that it's disabled.) You still can retrieve previously left messages and access user programming, but the mailbox won't be able to receive new voice messages. Therefore, to enable the mailbox, assign key code 579 to a programmable feature key.

Override ring (Code 580)

The **override ring** feature lets you place a call — station-to-station or outside line — or leave a message when **another** call is ringing. For full details on use of this feature, see "Override ring," page F.9.

¹ Or, alternatively, to other routing (such as the Operator or another coworker's extension) set by the Installer.

Record (Code 582)

Note: Available for **only** ESI Cordless Handsets and the legacy 12-Key Feature Phone.

Press this key to record any phone conversation — or, when the Cordless Handset is idle, to record a personal memo. For more details on using your ESI system's call recording features, refer to "Live recording," page D.6.

Quick Switch™ (Code 583)

Note: Not available on an ESI Cordless Handset or legacy 12-Key Feature Phone.

Important: For the Quick Switch feature to work, your Installer or System Administrator must have programmed a **relationship** between your desktop extension and Cordless Handset. Program the key on the ESI desktop phone.

Press this key to transfer an active call between a desktop ESI Feature Phone and an ESI Cordless Handset (either direction — to or from the ESI desktop phone).

Quick Switch ring options

When both the desktop extension and Cordless Handset are idle, press the Quick Switch key. Follow the visual and audible prompts and use the scroll keys to change the programmable options concerning what happens when a caller dials (or is transferred to) **either** your desktop phone or Cordless Handset:

- **RING DESKTOP** — Only the desktop phone will ring.
- **RING CORDLESS** — Only the Cordless Handset will ring.

In either of the two cases above, re-routing (including to a voice mailbox) will follow the desktop phone.

The other choice is:

- **NO RING OPT** — If a caller dials (or is transferred to) the desktop phone, only that phone rings. If the caller dials (or is transferred to) the Cordless Handset, only the Cordless Handset rings. Re-routing follows whichever phone rang.

(Continued)

Performing Quick Switch

While you're on a call, or while a call is ringing to the desktop, the Quick Switch key on your desktop phone glows solid green; this indicates that you can perform a Quick Switch. To transfer the call to your Cordless Handset:

1. Press the Quick Switch Key. This "blind-transfers" the call to the ESI Cordless Handset, causing it to ring, while simultaneously disconnecting the desktop phone.
2. On the Cordless Handset, answer the ringing call by pressing **TALK**. Once again, the Quick Switch key on the desktop Feature Phone glows green to indicate the ability to perform a Quick Switch.
3. When and if desired, press the Quick Switch key on the desktop phone. This "blind-transfers" the call back to the desktop phone, causing it to ring, while simultaneously disconnecting the Cordless Handset.

Of course, you can do this in exactly the reverse order — *i.e.*, if you start out with a call on your Cordless Handset, you can Quick Switch it to your desktop phone and, if desired, back again.

Notes: If you transfer a call unintentionally, pressing **FLASH** won't retrieve the call. However, you can perform another Quick Switch **or** use the **PICKUP** key to pick the call from the ringing extension (*i.e.*, press ***** followed by the extension number).

If (a.) you're on a call **and** (b.) another call comes in **and** (c.) you Quick Switch the active call to the other phone (desktop or Cordless) . . . the call-waiting caller will continue to ring and follow regular system routing (such as to your voice mailbox) if not answered in some manner.

Account codes (Code 584)

The account codes key lets you assign an account code to a specific call. The system stores this in a record which your company can use for tracking purposes. This can be especially helpful in environments such as legal offices, consultancies, advertising agencies, and others where it is critical to confirm billable hours for your clients.

Note: For exact codes to be used, consult your System Administrator.

During a call, press the key and enter a designated account code. The code must be numerical only — *i.e.*, between **0** and **9**, only — and no more than 10 digits long.

For greater convenience, you can assign frequently used account codes to programmable feature keys. In each case, just program **5 8 4** followed by the desired account code.

General information regarding use of account codes

- Account codes are applicable to only outside calls (not internal "intercom" calls).
- You can enter **more than one** account code during the same conversation — particularly useful in a conference call that involves multiple clients or customers.
- Neither an incoming caller or a person being called will hear the tones as you enter account codes.
- If you enter an incorrect account code, just press the account code key again and enter the desired number.
- Pressing the account code key **won't** affect the recording of a call.
- It's not necessary to enter an account code to place an outbound call.
- The phone system won't prevent entry of an invalid account code.

Analog stations

If your station has been installed as an **analog station**, it will be able to use only a standard-type telephone. Because the phone isn't digitally integrated to the phone system (like the ESI phones), its operation and capabilities will be different.¹

Note: The following ESI system features are **not** available to analog stations:

- Call forwarding.
- DND.
- Exclusive hold.
- Call recording.
- Overhead paging access (unless overhead paging is included in a paging zone).

Tip: To use a non-ESI cordless phone in conjunction with an ESI phone, program a programmable feature key (or use **CFWD**) to easily forward calls to the cordless phone when out of your office. Have the Installer program the cordless phone's station programming to forward unanswered calls to your ESI phone's mailbox.

FLASH

A flash-hook, or FLASH — a momentary break in the connection — is required to perform many of the station operations below. You can generate a FLASH by momentarily depressing the hook switch (or, if your phone is so equipped, press the special key on your phone).

Caller ID

If you subscribe to Caller ID from your telephone service provider, the Caller ID display will show an outside caller's name and/or number.² In some instances, the service provider can send only a general caller status — such as *UNAVAILABLE*, *PRIVATE*, or *NO DATA SENT*.

On internal station-to-station calls, the Caller ID display will show the extension number as the calling number, and the station name as the caller's name.

Note: Caller ID will not display with call-waiting.

Placing calls

When you first lift the handset you will hear internal dial tone. Dial **9** (or **8** or **7**) to access an outside line and dial the number. To place an internal call, simply dial the extension number, department number, etc.

¹ If you're not sure about the installation of your station, contact your administrator.

² If you don't subscribe to Caller ID, the display will show (instead of the caller's name or number) which line is receiving the call.

Transferring calls

Transferring outside calls

While connected to an outside call, FLASH and dial the extension number. Hang up immediately to perform a blind transfer, wait until the called person answers, announce the caller and then hang up. If the transferred-to person does not answer, FLASH to be reconnected to the original caller.

Transferring a call to a mailbox

To transfer an outside caller to another user's mailbox, FLASH and dial # and the mailbox number. You and the caller will be connected to that user's personal greeting. You may choose to hang up immediately or listen to a portion of the personal greeting to assure yourself that you have placed the caller into the correct mailbox. If not, FLASH to exit the mailbox and be reconnected to the original caller.

Note: Regardless of when you hang up, the caller will hear the entire personal greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

Transferring a call to the main greeting

To transfer an outside caller to the main greeting, FLASH, dial #, and hang up.

Transferring a user to his/her mailbox

To transfer to his/her mailbox a user who's calling from the outside to pick up messages, FLASH, dial *, and the appropriate mailbox number and hang up.

Conference calling

To create a **conference call**:

1. Establish the first call.
2. FLASH twice (wait one second between FLASHes) to place the call on hold.
3. Place a second call as you normally would.
4. Once connected to the second call, FLASH again to connect all of you together.

Notes: To add a fourth member to the conference, FLASH once and then repeat steps 3–4.

A total of 24 members can be in conferences within the system at any one time; however, **no more than four members can be in a single conference.**

To remove or disconnect a conference you're in, just hang up (disconnect).

To **cancel** adding someone to a conference, hang up if:

- The phone is ringing the add-in member's number.
- The add-in member answers the call (you will have only the option to disconnect).
- You're routed to a voice mailbox (if it's a station-to-station call).

In all cases, when the analog station disconnects to cancel the add-in member, the call will ring back and connect to the original station or outside line. You will be automatically reconnected to the three-member conference when cancelling the addition of a fourth member.

Note: Once you FLASH twice to create a new conference, you can't toggle between calls or transfer a connection. This is the same when adding a fourth member to an existing conference.

Call forwarding

Your station has been pre-programmed by the Installer to call-forward your phone when it is busy or does not answer (usually to your mailbox). In addition you can temporarily call-forward all of your calls to another station or another user's mailbox.

Lift the handset, dial **5 6 5** and dial the extension number (or # and the mailbox number) to which the system should forward all calls.

Note: If the forwarded-to station is busy or does not answer a forwarded call, the ESI system will return the call to your mailbox.

To turn off call forwarding, dial **5 6 5 *** *without* selecting a destination, and hang up.

Call waiting

To enable call waiting for your station, press *** XXX 5 3**, where **xxx** represents your analog station's extension number. Then, if someone calls you while you're already on a call, you'll hear a tone in your earpiece. FLASH to toggle between the original call and the call waiting. To drop either call, hang up while connected to the call to be dropped. When your phone rings, lift the handset and you will be reconnected to the other caller.

Call hold

This is used to place **external** callers¹ on hold for retrieval from **any** station within the ESI system.

Putting a call on hold

While on an outside call, FLASH and dial *** * ***. A short voice prompt will tell which line number the call is using; you will then receive internal dial tone.

Retrieving a call from on hold

From internal dial tone, dial *** *** and the line number where the call is on hold.
Dial *** * 0** to answer the oldest held call in the system.

Hold recall

If a held call is not retrieved during the period of time (set by the Installer), it will recall to your phone if your station is idle. You will hear three short ring tones. Lift the handset; you will be connected to the held call.

If you are on a call when the recall occurs, you will hear a call waiting tone. To toggle between the two calls, FLASH (**or** hang up, wait for ring, then answer).

¹ An analog station can't place an **internal** call on hold.

Paging

This function allows for paging through an overhead paging system and/or designated available telephone speakers. Press **#** and **0** to access all available stations. Press **#** and **1**, **2** or **3** to access a programmed paging zone.

Note: A page will not be sent to the speakers of phones in use.

Tip: To page for pick up of an outside call, put the caller on hold by dialing *** * ***. A voice prompt will indicate the line number. Then page the person and announce the line number for retrieval. For example: *"John, you have a call on line 1. John, pick up line 1, please."*

Overhead paging

Station number **199** is designated as the **overhead paging port**. If the ESI system has been connected to an overhead paging system, you can page by dialing **1 9 9** and making your announcement after the tones.

Call pick-up

A call ringing at another station can be picked-up by pressing ***** and dialing the extension number. Dialing *** 0** will answer the longest ringing outside call.

Voice mail operation from an analog station

The ESI system will provide accurate and timely messages. Others will become more comfortable leaving you voice messages if you pick-up and respond to your messages promptly.

Personal greetings

Initially, your mailbox has a generic greeting: *"You have reached the mailbox for extension xxx, dial zero to reach the operator or begin recording at the tone."* You can record up to three different personal greetings in your own voice indicating your availability to return calls.

Sample greeting 1: *Hi, this is [name]. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can.*

Sample greeting 2: *Hi, this is [name]. I'm out of the office. You may dial **1 2 2** for my assistant or, if you prefer, you may leave me a voice message at the tone — I'll check in regularly — or, if it's important, dial **4** to reach me on my cell phone.*

Sample greeting 3: *Hi, this is [name]. I'm away from my desk at the moment. To reach the operator, dial zero. Otherwise, leave your name and phone number at the beep so I can return your call.*

(Continued)

¹ These sample greetings refer to certain features which may not be activated for your extension; consult your System Administrator for additional information, if necessary.

Following is a list of options that you may wish to include in your personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
4	To perform off-premises "reach-me" (see "Off-premises 'reach-me,'" page D.3)
8	To the main greeting (if your system is using the auto attendant)
XXX	An extension number of another user

Note: Option 4 is available only when Personal Greeting 2 has been recorded.

Shortcut: When leaving a message in another mailbox, press **1** during the personal greeting to advance directly to the record tone without having to listen to the remainder of the greeting.

You can change the personal greetings as often as necessary by recording over a previously recorded personal greeting.

Warning: Deleting your personal greeting won't revert to the initial default greeting, but **will** turn off your mailbox.

Message waiting indication

If you have new messages, you will hear a short prompt ("*You have new messages*") followed by internal dial tone whenever you lift the handset to place a call. You can choose to retrieve your messages then, or place the call.

Note: The ESI system doesn't support any visual message-waiting indication on an analog station.

Retrieving messages

You can pick up messages from your station, when away from the office or from another user's ESI phone.

1. Lift the handset, and then dial ***** followed by your extension number. If calling from the outside, when you hear the main greeting, press ***** and enter your extension number; or have the operator transfer you by pressing **VOICE MAIL *** and then entering your extension number.
2. If required, enter your password. the ESI system will announce the number of new and old messages and will start playback of messages with the oldest new message and continue until all messages and recordings have played.

Voice-prompted instructions will be played at the end of each message. Once you've learned these prompts (see the chart, "Functions available during analog station voice mail message retrieval," page G.6) you can proceed more rapidly by pressing one of the following keys any time during the message or during a prompt.

Functions available during analog station voice mail message retrieval

Note: Functions tinted light gray, below, either change or are not available when you're using an ESI phone (see page D.4).

Key	Function	Description
1	Pause	Pauses for one minute or until 1 is pressed again.
2	Hear time/date	Pauses the message, plays the time/date of when the message was left and resumes.
4	Back up (rewind)	When pressed during message playback, rewinds 4 seconds for each keypress. If pressed after the message has finished, it returns you to the beginning of the message.
5	Access user programming	Accesses user programming menu.
6	Move	Moves a copy of the message to another user's mailbox. To move the message without an introduction, press 6 when prompted. To add an introduction, press 1 when prompted. When you've finished your recording, press 1 to stop; You will be returned to the original message in your mailbox.
7	Delete	Deletes the message from the mailbox (see "Message Recycle Bin," page D.8).
8	Main greeting	Goes to the main greeting (if your system is using the built-in auto attendant).
9	Save	Saves the message (it will be played as an old message the next time messages are picked up).
9 9	Save as new	Saves the message as new.
0	Operator	Transfers you to the operator.
#	To other mailbox	To leave a message in another user's mailbox.
*	To disconnect	Always press * before hanging up (pressing it during message playback saves the message and any other unsaved messages).

Retrieving messages from another user's ESI phone

Press **VOICE MAIL *** and dial your extension number. Follow the procedures described on page G.5.

Analog station programming

After logging into your mailbox (pressing * followed by the mailbox number), dial **5** to program.

1 *Select personal greeting*

Select the desired greeting number: 1, 2 or 3. The system will prompt to re-record, delete, hear, or select as the current greeting by pressing #.

1 Record personal greeting

Begin recording at the tone; press **1** to stop. The new personal greeting automatically replaces the previous greeting.

Note: Your mailbox will be disabled if no personal greeting exists.

2 Delete personal greeting

When prompted, press **2** again to confirm deletion.

Warning: Don't delete **all** of your greetings. If you do, the system will turn off your mailbox until there is once again at least one greeting.

3 Hear current personal greeting

3 *Call waiting*

1 Enable call waiting

0 Disable call waiting

5 *Password*

The password will apply to station programming, voice mail retrieval and certain other features (when activated).

1 Enter new password

Your password may consist of 2–8 digits followed by # (0 cannot be the first digit). Entering 0 (zero) as the sole password will turn off the password requirement.

2 Delete current password

3 Hear current password

4 Password security level

Select one of the following password levels.

Selection	Result
0	No password required for access from any phone
1	Password required only for remote access, either off-premises or from other stations within the system
2	Password always required

Off-premises message delivery

The ESI system can be programmed to deliver messages to an off-premises phone and/or to page you when your voice mailbox receives a message. You can set the phone number (cell phone, home number, another extension, etc.) or the pager number and a **delay time** (the period that the system is to wait before attempting to deliver the message/page).

Note: You must record and use Personal Greeting #2 for this feature.

The Administrator can also set for your station the:

- Number to be called or paged
- Delay period before attempting message delivery
- Number of attempts
- Interval between attempts (in increments of 30 minutes)
- "Quiet period" which suspends message delivery for late night, etc.

If you have programmed both an off-premises delivery number and a pager number, the system will prompt you to choose one of the following delivery options:

- Phone-only
- Pager-only
- No off-premises delivery

Phone delivery

Whenever it receives a new message into your mailbox, the system will call the number that you have programmed and play the prompt "*You have messages; please enter your password.*" The prompt will repeat three times before assuming that no one has answered and disconnecting.

Upon answering, enter your password (if **no** password is set, you must enter **0**). You will then be connected to your mailbox and can proceed with normal message retrieval operation.

Note: A "*" response instead of the password will cause the system to suspend calling until another new message is received.

Pager notification

Pager notification can be programmed to operate as the sole notification.

You can have the system call and activate your external pager whenever the first new message is left in your mailbox and repeat the page (at the interval programmed by the administrator) until all new messages have been retrieved.

Note: Entering or deleting the phone number that is to be called for off-premises delivery or to activate your pager will turn the feature on or off, respectively.

6 Off-premises message delivery

1 Delivery options

1 Delivery to phone number only

2 Notify pager only

0 No off-premises delivery

2 Phone delivery

1 Enter phone number

Enter the phone number followed by # (24 digits maximum). **Do not** include an outside line access code (i.e., don't add **9**, **8** or **7**) before the number.

2 Delete phone number

Deletes the current phone number.

3 Hear current phone number

Plays back the current phone number.

3 Pager notification

1 Enter pager number

Enter the pager number followed by # (24 digits maximum). **Do not** include an outside line access code (i.e., **9**, **8** or **7**) before the number.

2 Delete pager number

Deletes the currently programmed pager number.

3 Hear current pager number

Plays back the currently programmed pager number.

9 Message Recycle Bin (un-delete)

Each user's 10 most recently deleted messages will be stored in a **Message Recycle Bin** to allow the user to recover messages that may have been deleted in error.

The most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as an old message.

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 - Cascade notification mailboxes, D.11–D.12
- Volume/scroll keys, E.3



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