

# ESI Feature Phone

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## User's Guide

### FOR THE ESI-50L Communications Server

0450-1135  
Rev. C

For on-line help, visit [www.esiusers.com](http://www.esiusers.com).

#### 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 Digital Feature 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 *ESI-50L 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

- 48-Key Digital Feature Phone
- 24-Key Digital Feature Phone
- 12-Key Digital Feature Phone
- ESI Digital Cordless Handset
- 60-Key Expansion Console (for use with the 48-Key Digital Feature Phone only)

## 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
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- Index

## Voice mail options

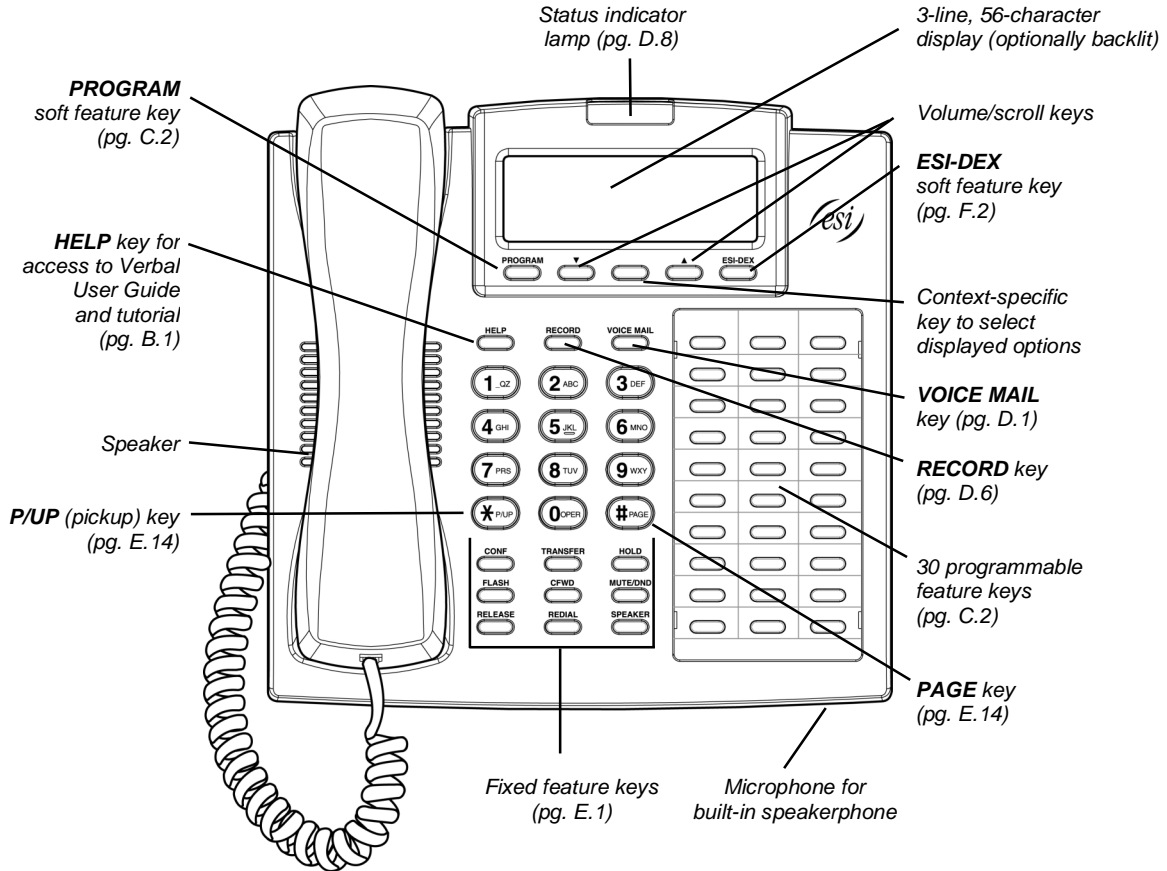
Your ESI-50L system comes with ESI's award-winning voice mail, including an automated attendant and a dedicated mailbox for each station.

The automated attendant provides up to 100 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 features are available.

## 48-Key Feature Phone

The **48-Key Feature Phone** has a variety of programmable and built-in features. It supports up to two optional 60-Key Expansion Consoles. Both versions of the 48-Key Feature Phone offer the same basic features that are described throughout this *User's Guide*. The 48-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



**Hint:** 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.

## Optional 60-Key Expansion Console for use with the 48-Key Feature Phone

**Note:** Your Installer or System Administrator must enable Expansion Console support for your extension before you can use one or both Expansion Consoles.

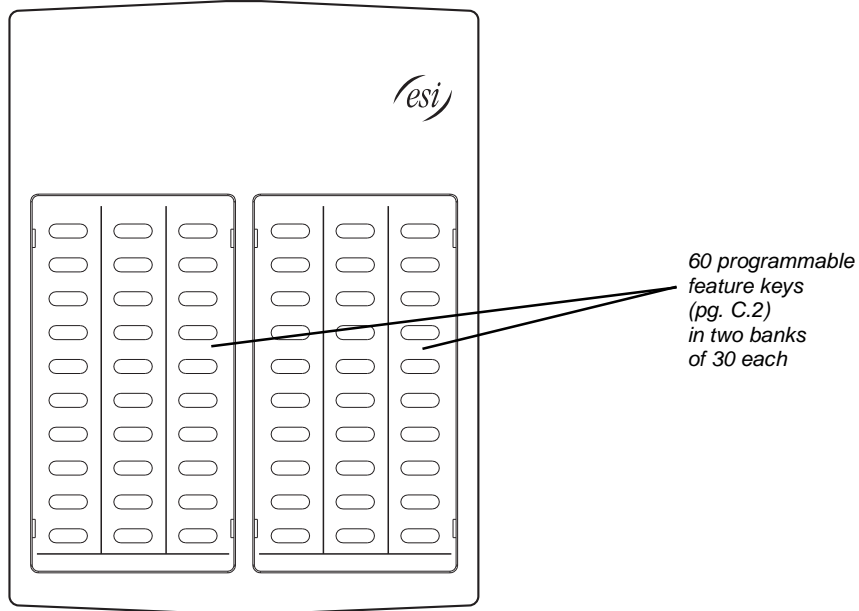
Your ESI 48-Key Feature Phone can support up to two optional **Expansion Consoles**, for a possible total of 120 additional programmable feature keys.

The **60-Key Expansion Console** connects directly to the phone, while the **Second Expansion Console** connects to the first Console.

You program each Expansion Console's keys just as you do the programmable feature keys on your ESI Feature Phone, using either direct or traditional programming (see page C.2).

**Note:** Only one key can exist per extension, feature or operation. If you program a **second** key for the same extension, feature or operation, this automatically erases the first key so programmed, thus making it available for a new extension, feature or operation.

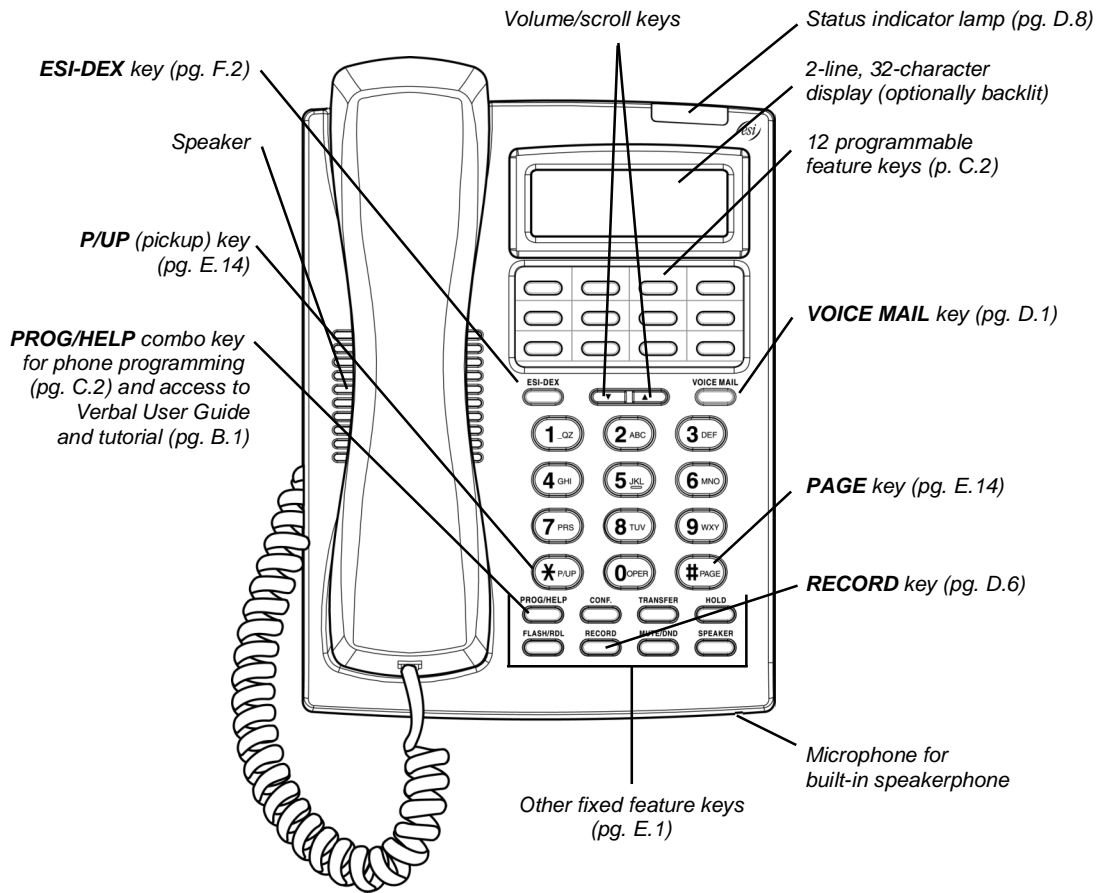
**Hint:** You may find it easier to write in the names on the overlay **before** you program the keys and attach the overlay to the Console.



**Hint:** 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

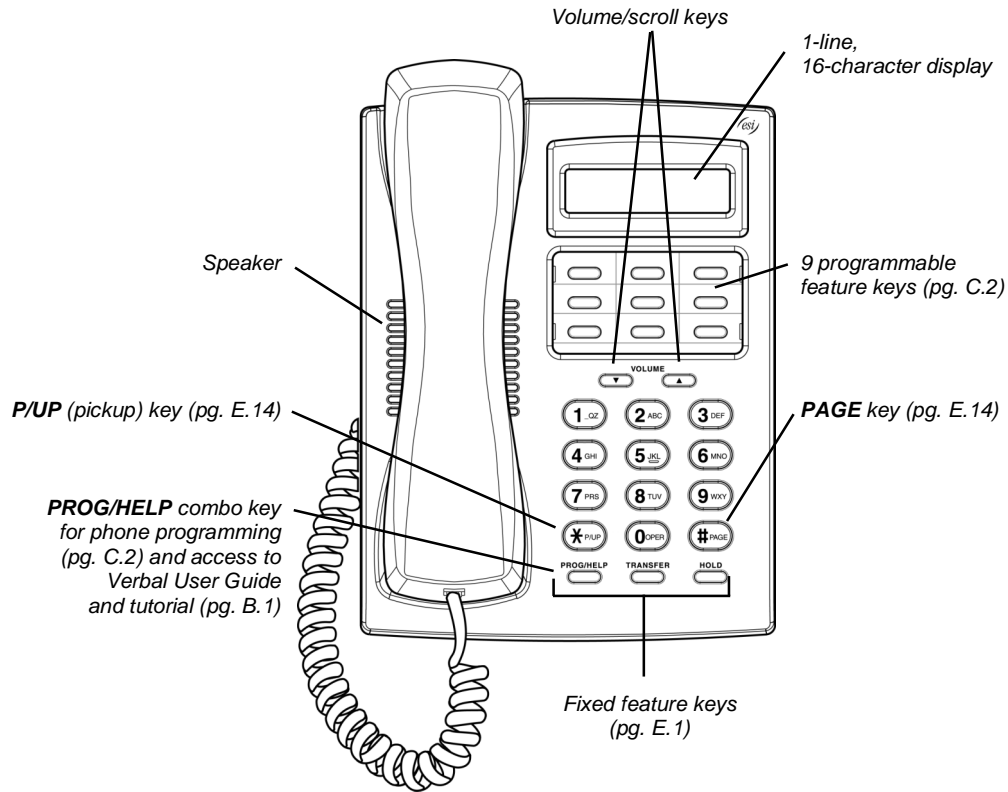
The **24-Key Feature Phone** has a variety of programmable and built-in features. The 24-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



**Hint:** 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 Digital Feature Phone

The **12-Key Digital Feature Phone** includes the basic, most commonly used phone features.



**Notes:** The following features are not available on the 12-Key Digital Feature Phone.

- Certain special features (see page F.14).
- Esi-Dex.
- Speakerphone.

A **VOICE MAIL** key, **CONFERENCE** key, and **MUTE/DND** key must be set on one of the nine programmable feature keys to utilize those features.

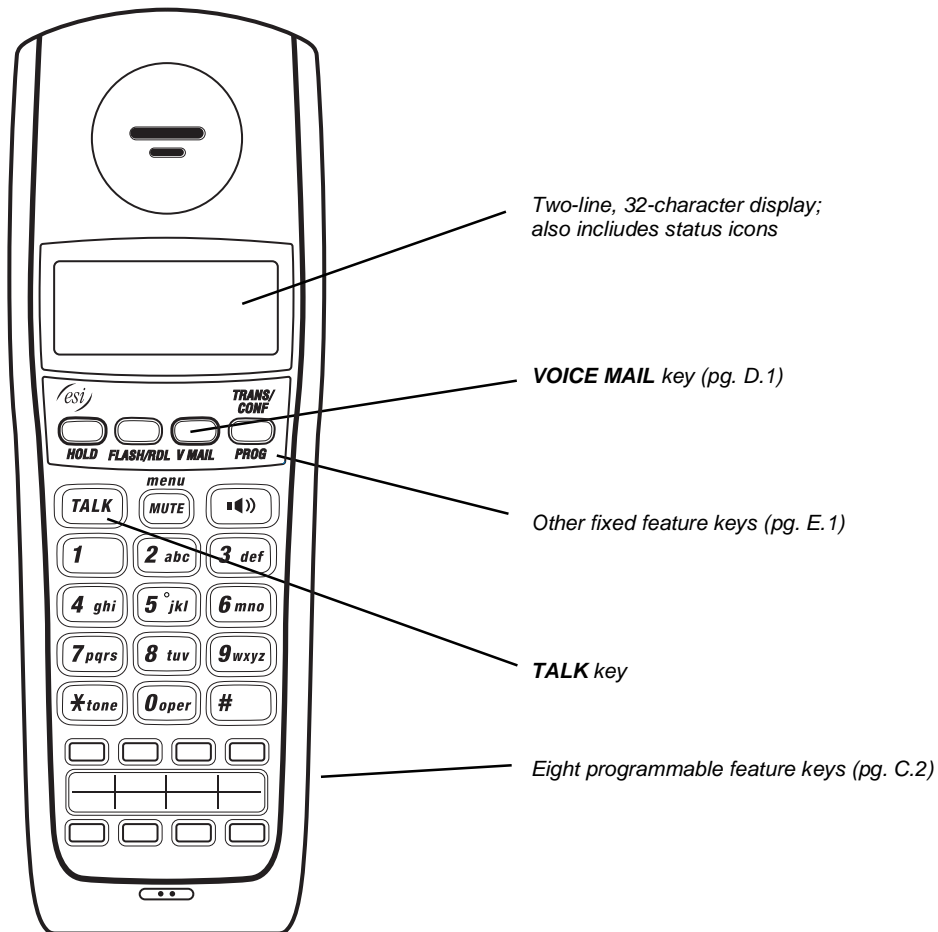
**Hint:** You can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

## ESI Cordless Handset II

ESI's Digital Cordless Handset II gives you most of the same features found in the 24-Key Feature Phone, but in a compact, portable form. Note that it does **not** have the following features found on some ESI desktop phones: Esi-Dex support (or **ESI-DEX** key), Caller ID key, Virtual Mailbox Key support, or Verbal User Guide (or **HELP** key).

Each ESI Cordless Handset II comes with a charger/AC adapter, base station, belt clip, battery pack, and wall mount.

Depending on your installation, your location may have one or more optional **ESI Cordless Handset Repeaters** so you can more easily stay in communication with your ESI system while you travel throughout the facility. If you are unsure about whether your location has this capability, contact your System Administrator.

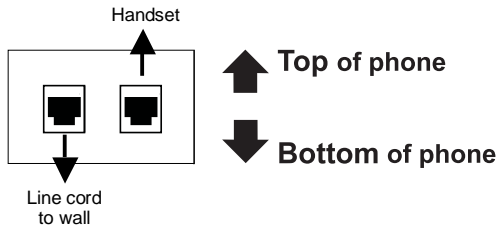




## Connecting your ESI phone

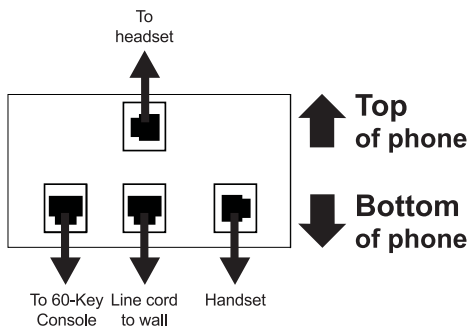
Use the diagram (below) to connect your ESI phone. The diagram represents the panel on the phone's underside.

**Note:** The "Top of phone" and "Bottom of phone" references in this diagram shows the correct vertical orientation of the phone — *i.e.*, the part with the display is the top.



### 12-Key Feature Phone 24-Key Feature Phone

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



### 48-Key Digital Feature Phone

In addition to how the 24-Key Feature Phone connects to the handset and line cord, note that the 48-Key Digital Feature Phone accepts a 60-Key Expansion Console cable (included with each Console) which uses standard RJ-11 telephone connectors.

*Connectors on bottom of  
48-Key Digital Feature Phone*

**Note:** Use the wall mount hook (located under the handset) when the phone is in the furthest upright position.

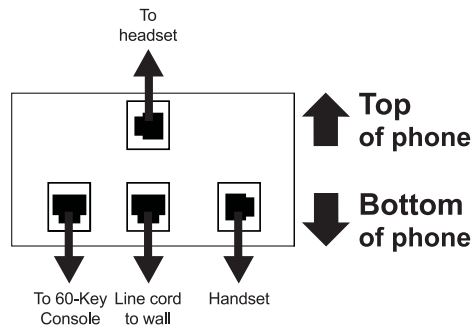
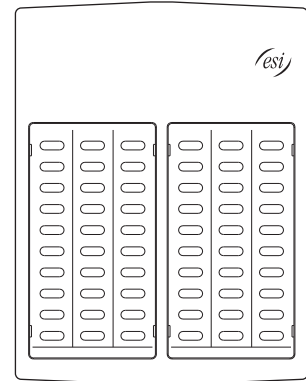
## 60-Key Expansion Console connection

**Notes:** Your Installer or System Administrator must enable Expansion Console support for your extension before you can use one or both Expansion Consoles.

The 60-Key Expansion Console can be connected to only a 48-Key Feature Phone.

If connecting both a 60-Key Expansion Console and a Second Expansion Console to a 48-Key Feature Phone, see "Second Expansion Console connection," page A.9.

1. Unplug the line cord from your 48-Key Feature Phone.
2. The 60-Key Expansion Console (*right*) includes a six-conductor **expansion cable**. Connect one end of the expansion cable to the appropriate connector on the bottom of the Feature Phone (*below*). Then, connect the other end of the expansion cable to the 60-Key Expansion Console.
3. To keep cabling out of the way, thread the expansion cable into the slots on the bottom of the phone and 60-Key Expansion Console.
4. Program the keys on the 60-Key Expansion Console using the same procedure as with the Digital Feature Phone (press **PROGRAM 2**).
5. If necessary, remove the clear **plastic** overlay from the keys on the Expansion Console.
6. For maximum convenience, label the **paper** overlay to show how the keys are programmed (your Installer or System Administrator can do this with ESI software).
7. Install the labeled **paper** overlay on the 60-Key Expansion Console.
8. Install the clear **plastic** overlay **over** the paper overlay, to protect it.
9. Use the provided Velcro<sup>®</sup> tape to attach the left side of the 60-Key Expansion Console to the right side of the 48-Key Feature Phone.
10. Plug the line cord or Ethernet cable back into your 48-Key Feature Phone.



Connectors on bottom of 48-Key Digital Feature Phone

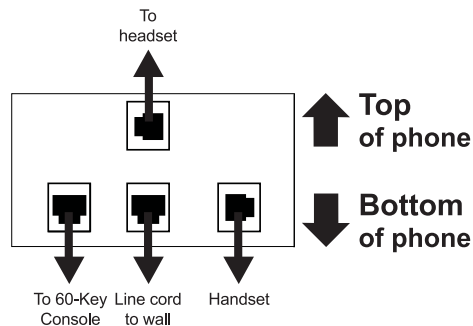
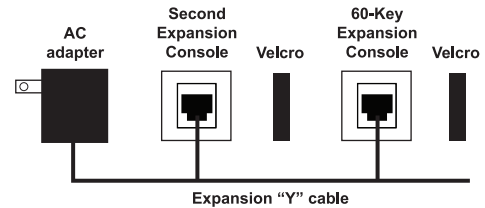
## Second Expansion Console connection

**Notes:** Your Installer or System Administrator must enable Expansion Console support for your extension before you can use one or both Expansion Consoles.

If connecting only one Expansion Console to a 48-Key Feature Phone, see "60-Key Expansion Console connection," page A.8.

The Second Expansion Console connects to the 60-Key Expansion Console and **cannot** connect directly to the 48-Key Feature Phone (which is the only phone to which you can connect a 60-Key Expansion Console).

1. Unplug the line cord or Ethernet cable from your 48-Key Feature Phone.
2. The Second Expansion Console<sup>1</sup> includes an **expansion "Y" cable** (right)<sup>2</sup>. Lay out the cable across the back of the equipment so that the AC adapter is on left and the end of the cable is on the right.
3. Connect the **right** end of the expansion "Y" cable to the appropriate connector on the bottom of the 48-Key Feature Phone (below).
4. Then, connect the expansion "Y" cable's **middle** plug to the 60-Key Expansion Console, the **left** plug to the Second Expansion Console, and the **AC adapter** to an appropriate 110 VAC outlet to provide power to the Second Expansion Console (above).
5. To keep cabling out of the way, thread the expansion "Y" cable into the slots on the bottom of the phone and the two Expansion Consoles.
6. Program the keys on the two Expansion Consoles using the same procedure as with the Digital Feature Phone (press **PROGRAM 2**).
7. If necessary, remove the clear **plastic** overlay from the keys on the two 60-Key Expansion Consoles.
8. For maximum convenience, label the **paper** overlay to show how the keys are programmed (your Installer or System Administrator can do this with ESI software).
9. Install the labeled **paper** overlays on the two 60-Key Expansion Consoles.
10. Install the clear **plastic** overlays **over** the paper overlays, to protect them.
11. Use the provided Velcro<sup>®</sup> tape to attach the left side of the 60-Key Expansion Console to the right side of the 48-Key Feature Phone, and the right side of the 60-Key Expansion Console to the left side of the Second Expansion Console).
12. Plug the line cord back into your 48-Key Feature Phone.



Connectors on bottom of 48-Key Digital Feature Phone

<sup>1</sup> It's physically identical to a 60-Key Expansion Console; consult your Installer if you have trouble determining which one it is.

<sup>2</sup> This diagram shows the backs of the Expansion Consoles.

## ESI Cordless Handset II connection

Each ESI Cordless Handset II 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 system and ESI Cordless Handset II. 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 II.
- 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 II 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 EMI<sup>1</sup> — e.g., a television, radio, computer, computer printer, fluorescent light fixture, or fax machine.
- 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 II.

Base stations must be installed at least 10 feet apart. **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 II base station requires only a line cord to the ESI system; AC power **isn't** needed because the base station receives power from the system via the line cord.

**Note:** Your facility may be equipped with one or more optional **Cordless Handset II Repeaters**. For more information about this, consult your System Administrator or your Certified ESI Reseller.

<sup>1</sup> 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 E.1, each of the two smaller Feature Phones, 12-Key and 24-Key, has a combo **PROG/HELP** key.

The ESI Cordless Handsets have no access to the Verbal User Guide and, therefore, no **HELP** key.

## ***Tutorial***

When your station is idle, press **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 **HELP** while programming it.

## ***Help during a call***

Press **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.esiusers.com](http://www.esiusers.com) 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 **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

#### 1 Select personal greeting

- 1 Record
- 2 Delete
- 3 Hear

#### 2 Programmable feature keys

(Station keys, line keys, speed-dial keys, other feature keys)

#### 3 Station options

- 1 Call waiting/background announce
- 2 Personal greeting reminder
- 4 Outside dial tone preference
- 5 Hands-free answer
- 6 Message monitor
- 7 Power-saving mode<sup>1</sup>

#### 4 Station audibles

- 1 Station ring tone
- 2 Station ring volume
- 3 Message ring
- 4 Secondary ring tone

#### 5 Password

- 1 Enter
- 2 Delete
- 3 Play back
- 4 Security level

#### 6 External message notification

- 1 Delivery options
- 2 Phone delivery
- 3 Pager notification
- 4 Urgent message

#### 7 Personal Call Routing<sup>2</sup>

- 1 Entry settings
- 2 Exit settings
- 3 Quiet time settings

#### 9 Un-delete

**Note:** Selections 3, 5 and 6, as well as the background announce function under "Station options" (see page E.11), are not available on a 12-Key Feature Phone.

<sup>1</sup> For use with only ESI Cordless Handsets.

<sup>2</sup> Available **only** if your system is using ESI Presence Management. If you're not sure whether it is, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

## 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 **PROGRAM**. 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 **PROGRAM** 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 16) 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	— Cascade mailboxes
— Department numbers	— System speed-dial numbers
— Guest/info mailboxes	

**Note:** The ranges for each will depend upon your specific system installation. Contact your System Administrator for more information.

(Continued)

- 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 **71–76**) 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 **71–76**). The speed-dial number can be up to **24 characters** long. Use the **up** scroll key (**▲**) to enter special characters in a dial string. You enter names for **extensions, departments, branch IDs, CO lines, and guest mailboxes** by pressing the dial pad key that corresponds to the character to be entered. The key's possible entries will change each time the key is pressed, and the display will show this. When the desired character appears on the display, press **#** to confirm; the cursor will move to the next character position. You may move the cursor left (to correct an entry) by pressing the left scroll key (**▼**) or move right (to add a space) by pressing the right scroll key (**▲**).

Key	Options
0	0, - (hyphen), _ (underline)
1	Q, Z, 1, " " (space)
2	A, B, C, 2
3	D, E, F, 3
4	G, H, I, 4
5	J, K, L, 5
6	M, N, O, 6

Key	Options
7	P, R, S, 7
8	T, U, V, 8
9	W, X, Y, 9
▼ (left scroll key)	Backs up and erases
▲ (right scroll key)	Adds a space
#	[Enter]
##	Ends the name

**Example:** To enter a *B*, press **2** twice (the possible options to scroll through are **A, B, C** and **2**). When **B** is displayed, press **#** to confirm; the cursor will move to the next character to be entered. To complete the name, press **##**.

- 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.14); consult your System Administrator to determine your access.

### Keys' LED activity during programming

Mode	Key type and LED indication		
	Station key or Virtual Mailbox Key	Line key	Feature key or speed-dial key
Currently being programmed <b>and</b> previously assigned	Flashing red	Flashing green	Flashing amber
Currently being programmed <b>and</b> 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 <b>and</b> not yet viewed in current session	Solid red	Solid green	Solid amber
Never assigned <b>and</b> 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 (**PROGRAM 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.11 for background announce.

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

#### 2 Personal greeting reminder

See page F.10.

#### 3 [Unused]

#### 4 Outside dial tone preference

See page F.13.

#### 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 12-Key Feature Phone.

#### 6 Message monitor

See page F.10.

**Note:** Not available on a 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 system blocks all status updates<sup>1</sup> 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 updates<sup>1</sup> 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.

<sup>1</sup> 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, do-not-disturb, or — with optional ESI Presence Management — off-premises).

## 4 Station audibles

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

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

### 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:** (48-Key and 24-Key Feature Phones only)  
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.

Your phone has a **secondary** ring tone you'll hear (if your 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. The following two parameters let you adjust how it sounds.

## 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

**Note:** To use this feature, a 12-Key Feature Phone must have a voice mail key assigned.

### 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 **71-76**) 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 **71-76**) 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.

### 4 Urgent message activation

**1 Urgent messages only**

Only urgent messages will be delivered.

**Note:** Remember to say in your personal greeting that callers should press **2** to mark a message as urgent. (For more on personal greetings, see page D.1.)

**2 All new messages**

Any new message will be delivered.

## 7 Personal Call Routing

For details, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793).

**Note:** This function is available **only** if your system is using ESI Presence Management. If you're not sure whether it is, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

## 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 ESI 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 a **48-Key** 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 **12-Key** Feature Phone — Assign key code **579** to a programmable feature key (see “Programmable feature keys,” page C.3, and “Optional features,” page F.14). **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.<sup>1</sup>*

**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)

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

Depending on auto attendant usage and your personal preferences, you **may** wish to include one or more of these options in your personal greetings (each option must be pressed during greeting playback, before the beep, to be activated):

Option	Instruction
<b>0</b>	To reach the operator
<b>1</b>	To skip directly to the record tone (or "beep")
<b>2</b>	To mark this message as <i>urgent</i> (see "Urgent messages," page D.8)
<b>3</b>	To page (internally) the person for whom the caller is leaving a voice mail message
<b>4</b>	To perform off-premises "reach-me" (see "Off-premises 'reach-me,'" page D.3) <sup>1</sup>
<b>8</b>	To the main greeting (if your system is using the auto attendant)
<b>XXX</b>	An extension number of another user

**Note:** Option 3 is available only when personal greeting 3 has been recorded; and 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:** **DON'T** delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings not only **doesn't** revert to the initial default greeting, it also **will** turn off your mailbox.

### 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.16). 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:** On a 48 or 24-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 entering the desired extensions — thus creating a **Quick Group**. You can also move messages or recordings to a Quick Group in the same manner. A Quick Group can contain up to 65 extensions, including those within a department. To enter each extension into a Quick Group, use your ESI phone's dialpad or press a programmable feature key to which the extension has been assigned.

**Note:** 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.

<sup>1</sup> If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

## 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 Feature Phone, press **PROGRAM 6 2 1** and enter the telephone number to which you want calls forwarded when you're off-premises.<sup>1</sup>
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, the **VOICE MAIL** LED will blink and your display will show the number of new and old messages in your mailbox. The 12-Key Digital Feature Phone displays only the date and time.

10/12 11:09 AM NEW 3 OLD 1	<i>Cordless Handset or 24-Key Feature Phone</i>	10/12 11:09 AM NEW 3 OLD 1 .....   ...   ...   ...   ...	<i>48-Key Feature Phone</i>
-------------------------------	---	--	---------------------------------

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 examples above as **NEW 3 OLD 1**) appears on a 24-Key or 48-Key Feature Phone only when new messages exist.

### Retrieving voice mail messages from your ESI Feature 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” on page C.5).

(Continued)

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

- 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
--------------------------------------

Cordless  
Handset or  
24-Key  
Feature Phone

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

48-Key  
Feature Phone  
(also shows  
running playback  
time in reverse)

- 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.
- 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 **and** all others that are not deleted.

### Keys' functions during voice mail message retrieval from an ESI Feature Phone

Key	Function name	Description
1	<b>Pause</b>	Pauses for one minute or until you press 1 again.
2	<b>Time and date/ number toggle</b>	Toggles the bottom line of the display between the message's time/date and the caller's number.
3	<b>Reply</b>	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	<b>Back up (rewind)</b>	<ul style="list-style-type: none"> <li>If pressed <b>during</b> message playback, rewinds 4 seconds for each key-press.</li> <li>If pressed <b>after</b> the playback has finished, returns to beginning of message.</li> </ul>
5	<b>Fast forward</b>	Advances playback 4 seconds for each key-press. <i>(Not available from an analog phone or off-premises location.)</i>
6	<b>Move</b>	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	<b>Delete</b>	Deletes the message from the mailbox (see "Message Recycle Bin," page D.8).
9	<b>Save</b>	Saves the message (it will play as an old message the next time you retrieve messages).
9 9	<b>Save as new</b>	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	<b>Auto-callback</b>	Exits your mailbox without erasing the message, and then automatically dials the number. <sup>1</sup> <i>(Not available from an analog phone or off-premises location.)</i>
ESI-DEX	<b>Store</b>	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>
#	<b>Leave a message</b>	Lets you record a message in one or more mailboxes. At the prompt, enter the desired mailbox number. Press # and then enter up to 65 mailbox numbers, using the phone's dialpad and programmable feature keys. Mailboxes in a department count toward the maximum of 65.
*	<b>Check other box</b>	Checks messages in another mailbox (may require a password, depending on the mailbox's setting; see "Password," page C.5).

<sup>1</sup> 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 voice mail messages using another user's ESI Feature 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 Feature Phone" (page D.3).

### Virtual Mailbox Key™

If you frequently pick up your messages from another User's ESI Feature 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 pickup 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).

## 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
<b>2</b>	<b>Hear time/date</b>	Pauses the message, plays the time/date when the message was left and resumes.
<b>5</b>	<b>Access user programming</b>	Access certain user-programmable features. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><b>Note:</b> Fast forward is not available from a remote location.</p> </div>
<b>8</b>	<b>Main greeting</b>	Goes to the main greeting.
<b>0</b>	<b>Operator</b>	Transfers you to the operator.
<b>#</b>	<b>To other mailbox</b>	To leave a message in another user's mailbox.
<b>*</b>	<b>Disconnect</b>	Disconnects you from the system. Always press <b>*</b> 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 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.14.) 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 length<sup>1</sup> 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).

<sup>1</sup> Adjustable by only the Installer.

## Off-premises message delivery

To program this, press **PROGRAM 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

**Note:** If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

### 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 (**PROGRAM 6 1**).

## Urgent messages

You can have all new messages delivered or choose to have only **urgent messages** delivered. If you have enabled the urgent message feature as part of user programming (**PROGRAM 6 4**), you must include, in your personal greeting, instructions for the caller to press **2** to mark the message as urgent. (See "Examples: Sample greeting 2" under "Personal greetings" on page D.1.) If you have new, urgent messages, your **VOICE MAIL** key's LED will "flutter" (blink rapidly) and, when you retrieve your messages, the system will play urgent messages ahead of other new messages.

## 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 (**PROGRAM 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 12-Key Feature Phone.)

The red **status indicator lamp**, located at the top of the 48 and 24-Key Digital Feature Phones, indicates three conditions:

- **Phone is off-hook** — Light glows solid red.
- **Phone is ringing** — Light "flutters" continuously.
- **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 light 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 light blink. However, if the phone begins to ring, the light 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 light 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.

If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you.

If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

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.)

## ***Programming your guest mailbox from an ESI Feature Phone***

Press **PROGRAM \***, 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:** **DON'T** delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings not only doesn't revert to the initial default greeting; it also 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 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 "5 Password," page C.5.

## ***Off-premises message delivery***

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

## ***Message Recycle Bin (un-delete)***

See "9 Message Recycle Bin," page D.8.

## Optional voice mail feature: Group/broadcast mailboxes

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

### ***Introduction to the broadcast mailbox***

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**.

### ***Introduction to group mailboxes***

**Group mailboxes** let you broadcast a "master" message to all **members** of a pre-defined group of users (or guest mailboxes). When you record a master message in the group mailbox, the ESI system instantly copies it into the mailbox of each member who has recorded a personal greeting.

### ***Programming a group mailbox***

Press **PROGRAM \*** followed by the group mailbox number. You will be prompted to record the mailbox greeting, change the password, or edit the list of members. Exit by hanging up. For frequent access to leave group messages, program a group mailbox number as a programmable feature key. (See "Programmable feature keys," page C.2).

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

### ***Virtual Mailbox Key***

To help monitor that all messages have been picked up, you can program a programmable feature key on any ESI Feature Phone as a **Virtual Mailbox Key** for the group mailbox. When new messages exist, the key will blink rapidly; press it to connect automatically to the mailbox. Program the programmable feature key with **VOICE MAIL \*** followed by the mailbox number (see "Programmable feature keys," page C.2).

### ***Leaving a group message***

Call the mailbox number and enter the appropriate password (if required).

### ***Quick Groups***

Any user can use the **Quick Groups™** feature to send a message to any combination of users without having to create specific group mailboxes. No programming is required to initiate Quick Groups. Group mailboxes are used if the members of the group rarely change or if members want to be able to easily leave messages for one another, etc. Up to 65 extensions (or mailboxes) can be in a Quick Group, which includes extensions in a department. When creating a Quick Group, enter each extension using either the phone's dial pad or a programmable feature key on which an extension has been programmed.

## Retrieving a group mailbox message

Retrieving a group mailbox message is similar to retrieving a message from a personal mailbox. The chart, *below*, lists the options you receive during or after listening to the message.

Key(s)	Function name	Description
<b>3</b>	<b>Reply</b>	Gives specific callers options 1 and 2 (see next two items).
<b>3 1</b>	<b>Reply to message originator</b>	Replies to the originator of the message (possible only if the message comes from another user in the system). At the tone, record your reply and then press <b>1</b> to stop. The system will then return you to your mailbox and the message to which you were replying.
<b>3 2</b>	<b>Reply to message originator and group</b>	Replies to the originator of the message and all members of the group (possible only if the message comes from another user in the system). At the tone, record your reply and then press <b>1</b> to stop. The system will then return you to your mailbox and the message to which you were replying.
<b>4</b>	<b>Replay</b>	Returns to the beginning of the message.
<b>6</b>	<b>Move/Copy</b>	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.
<b>7</b>	<b>Delete</b>	Deletes the message from the mailbox (see "Message recycle bin," page D.8). [See <b>Warning</b> , <i>below</i> .]
<b>9</b>	<b>Save</b>	Saves the message (it will play as an old message the next time you retrieve messages.) [See <b>Note</b> , <i>below</i> .]
<b>*</b>	<b>Leave a message</b>	Lets you record a message in another mailbox. At the prompt, enter the desired mailbox number.

**Note:** The master message remains in the group mailbox until all members have saved their copies or deleted them from their mailboxes.

**Warning:** If you delete the master message from the group mailbox, all remaining copies will automatically be deleted from the members' mailboxes.

**Example:** You've left a group message reminding everyone in the group of a meeting that will take place Friday. The following Monday, if the message is still in the group mailbox (indicating that at least one of the members hasn't deleted the message), you can delete it from the group mailbox — which will delete it from all member mailboxes from which it hasn't already been deleted.

## Deleting a group message from the group mailbox

Enter group mailbox programming by pressing **VOICE MAIL**, **\***, and the group mailbox number. You will hear any previously recorded group messages not yet deleted by all members of the group. Delete by pressing **7**. Exit by hanging up.

## 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
533	2145553232	PHONE	2	2145554254	PHONE	3	214555452	PAGER

To program a cascade mailbox, press **PROGRAM \*** 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:** 533–542. [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).

**Notes:** 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 Feature Phone

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

### **Virtual Mailbox Key**

See "Virtual Mailbox Key," page D.5.

### **Message Recycle Bin (un-delete)**

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

# ESI Feature Phone operation

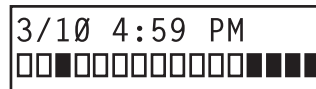
## Display

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 a 48 or 24 –Key Digital Feature Phone — the system's current line usage. A 12-Key Digital Feature Phone does not display 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.

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.

24-Key Feature Phone



48-Key Feature Phone



■ Line in use  
□ Available line

As you use your ESI Feature 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.<sup>1</sup> 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 **programmable feature keys** at the top of the Digital Feature Phone — 30 on a 48-Key, 12 on the 24-Key, and nine on the 12-Key — have been pre-programmed by the installer. You may wish to add to or change some of these keys to perform different functions explained throughout this manual. Press **PROGRAM** to verify current settings (see page C.1).

**Important:** Each of the two smaller Feature Phones, 12-Key and 24-Key, has a combination ("combo") **PROG/HELP** key, while the 48-Key Feature Phone has separate **PROGRAM** and **HELP** keys. If you're using a 12-Key or 24-Key Feature Phone, press **PROG/HELP** wherever this *User's Guide* instructs you to press either **PROGRAM** or **HELP**.

Each ESI Cordless Handset has a combination **TRANS/CONF/PRG** key that you should press when this *User's Guide* instructs you to press **PROGRAM**.<sup>2</sup>

**Note:** To use voice mail, conference calling and mute/DND on a 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.14).

<sup>1</sup> If you don't subscribe to Caller ID, the phone's display will show which line is receiving the call, instead of the caller's name or number.

<sup>2</sup> Each Cordless Handset has no access to the system's Verbal User Guide ("help mode") and, therefore, no **HELP** key.

## Fixed-feature keys

The **fixed-feature keys** on the phone are permanently labeled as to their usage. The **FLASH/RDL** and **MUTE/DND** keys both have dual 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.

**Note:** The fixed keys on the 48- and 24-Key Feature Phone vary from those on the 12-Key Feature Phone. The 12-Key Feature Phone's programmable feature keys can be set for certain optional features (described on page F.14) that come as fixed-feature keys on the 48- and 24-Key Feature Phones.

## 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.13.)

**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 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)<sup>1</sup>

**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**<sup>1</sup> — press **PROGRAM 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 12-Key Digital Feature Phone only supports hands-free *listening*. You must pick up the handset to respond to the caller.

<sup>1</sup> The 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.14).

If your system is using ESI Presence Management, your phone's **MUTE/DND** key won't turn amber when you exit the building using your electronic key; for more details, refer to the *ESI Presence Management User's Guide* (ESI part # 0450-0793). If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

## Soft feature keys

**Soft feature keys** are *dynamic*: when used, they constantly change your ESI Feature Phone's status. These soft keys, located under the display, include **ESI-DEX**<sup>1</sup>, **PROGRAM**, **HELP**, and **scroll keys** (▲ and ▼).<sup>2</sup> 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 **71-76**)<sup>3</sup> 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 **71-76**).<sup>3</sup> (If the Handset is in sleep mode, press **TALK** first.)

<sup>1</sup> Not available on the 12-Key Digital Feature Phone or an ESI Cordless Handset.

<sup>2</sup> Not available on an ESI Cordless Handset.

<sup>3</sup> 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 **71-76**)<sup>1</sup> to be assigned an outside dial tone. On a Cordless Handset, press **TALK** and dial **9** (or **8** or **71-76**).<sup>1</sup>

**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 from 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 system automatically activates the speakerphone.

<sup>1</sup> 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 . . .
<b>Unlit</b>	Available; currently unused
<b>Red; steadily lit</b>	In use
<b>Red; blinking</b>	Ringing from another call
<b>Green; steadily lit</b>	Connected to you (including via voice mail)
<b>Green; blinking</b>	Ringing from your call
<b>Amber; steadily lit</b>	In DND mode <sup>1</sup>

**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 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.

<sup>1</sup> If your system is using ESI Presence Management, your phone's **MUTE/DND** key won't turn amber when you exit the building using your electronic key; for more details, refer to the *ESI Presence Management User's Guide* (ESI part # 0450-0793). If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

**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

The system allows up to 16 conference members (whether on the ESI system or outside) at once. This means there could be one conference with five members, another with three, and still another with eight — or there could be one with 16 members (in which case there could be no other conferences until members began to hang up from that conference).

**Note:** On stations with a 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.14.

To create a **conference call**:

1. Establish the first call.
2. Press **CONF**<sup>1</sup> 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 each additional 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.

<sup>1</sup> 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.

On the 24-Key Feature Phone or an ESI Cordless Handset:

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.

On the 48-Key Feature Phone, press **CFWD** to use the call forwarding feature.

To **turn off** call forwarding, press **CFWD \***.<sup>1</sup>

**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 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.

<sup>1</sup> As an alternative (especially on phones without the **CFWD** key), dial **5 6 5 \*** without selecting a destination and then hang up.

## Call forwarding/off-premises

You may<sup>1</sup> 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 answered<sup>2</sup> 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 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 may<sup>1</sup> 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 answered<sup>2</sup> 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.

**Note:** If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

<sup>1</sup> Your system may not support this feature, or your extension may not be allowed to have this feature. Contact your ESI Reseller for more information.

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

## Call waiting

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

### Call waiting display

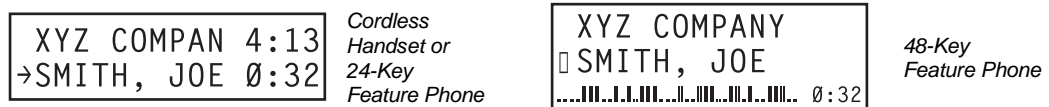
Be sure to check the display when you're using call waiting. Initially, the first line shows the name or number of your original call (depending on how the call was created) and the call duration. The second line shows the name or number of the call waiting along with the duration of that call. The arrow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

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



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

2. You press **FLASH** and are connected to Joe. Note how the arrow moves to indicate the change of connection:



**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 Feature 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).

### Background announce feature

(Not available on 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**, which places the original call on hold.
2. Release the key when you are finished speaking.

**Note:** The background announce feature works only between ESI Feature Phones<sup>2</sup> — 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.

<sup>1</sup> A 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 will not appear.

<sup>2</sup> I.e., non-ESI analog phones on the system can neither send nor receive background announcements.

## Hold/exclusive hold operation

### The difference between hold and exclusive hold

Your ESI Feature 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. This is called **system-wide hold**. 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**.

**Important:** The Installer can set the system to handle the hold key operation in either of the following ways, so be sure to verify your system's setting before proceeding:

1. The **HOLD** key is set to perform a system-wide hold when **HOLD** is pressed quickly (within one second). An exclusive hold is performed when **HOLD** is pressed for two to three seconds. (This method is the system's default operation.)
2. The **HOLD** key is set to perform an exclusive hold when **HOLD** is pressed quickly (within one second). A system-wide hold is performed by pressing **HOLD** for two to three seconds.

The Installer also can set the **HOLD** key's LED to blinking (default) or non-blinking (*i.e.*, clear/no light) for all stations except the extension that put the call on hold. This applies to system-wide holds only.

From this point forward in this document, we assume the default operation has been chosen.

## 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 Feature Phone and will blink red on all other phones. Also, your ESI Feature Phone's display will show the quantity, and numerical line identifications, of the calls currently on hold throughout your ESI system:

Cordless Handset or  
24-Key Feature Phone

CALLS HOLDING: 3  
R11 9 12

Oldest (and recalling)    Newest

48-Key Feature Phone

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

Oldest (and recalling)    Newest

12-Key Feature Phone

R11 9 12 3

Oldest (and recalling)    Newest    Calls holding



## 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 all of the system's Feature Phone speakers.

### 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 **PAGE 0** to page through all of the ESI Feature Phone speakers. 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 **\*** (labeled **P/UP**, for *pickup*) 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.15), if a night bell is in use instead of the night auto attendant, press **\* 0** to access the ringing outside call.

## 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 Feature 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*.<sup>1</sup> If you select *DAY* (day mode) or *NGT* (night mode) the system will operate in the selected mode until you manually change it again.

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



# Special keys

## FLASH

The **FLASH** key serves several purposes:

- **Getting a fresh dial tone without replacing the handset** — When connected to an outside line, press **FLASH** to automatically disconnect and receive fresh **outside** dial tone. (See also "**RELEASE**," *below*.)
- **Sending a flash hook signal** — If operating behind *Centrex*<sup>1</sup> or a *PBX*, press **FLASH** 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** to toggle between the two calls.

## REDIAL

**Note:** If using an ESI Cordless Handset, you must assign this function to a programmable feature key (see "Optional features," page F.14).

The **REDIAL** key allows you to automatically call a stored name and number as shown below:

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

## 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 12-Key Feature Phone, which has neither a **FLASH** 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.

<sup>1</sup> A special service your phone company may offer. See your administrator for further details.

## Esi-Dex

(Not available on ESI Cordless Handsets or 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
<b>Personal Dex</b>	Names you've stored for your use (see "Adding names to your Personal Dex," below)
<b>Station Dex</b>	All station, department, and guest mailbox names programmed by the Installer
<b>System Dex<sup>1</sup></b>	All system speed-dial names set up by the System Administrator

### Esi-Dex prompts displayed on a 48-Key Feature Phone

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

### Auto-dialing using Esi-Dex

#### ... On the 24-Key Feature Phone

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

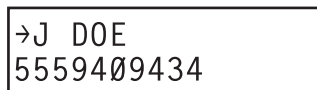


2. Choose the desired name from the selected Dex, using one of the two following methods:

Step box 3

Press repeatedly . . .	To . . .
▼ or ▲ (scroll keys)	Scroll through all names in the list from the beginning or end
(A dialpad key)	Scroll through only the names that correspond to the three letters on the key

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



. . . press **ESI-DEX** again to dial the number.

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

... On the 48-Key Feature Phone

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:

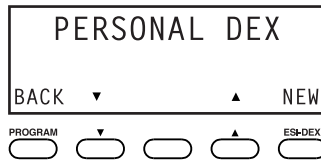


2. Press a key to choose the appropriate Dex —Station Dex (**STA**), System Dex (**SYS**), or Personal Dex (**PER**) — or press **RELEASE** to cancel the procedure.

**Notes:** System Dex is not 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:



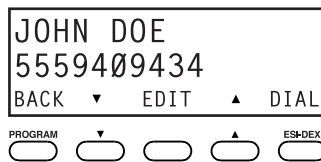
3. Select the desired name from the selected Dex, using one of two methods.

**Either:**

- (a.) 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.) Press the dialpad key that contains the first three letters of the person's name. For example: if you want to call John Doe, press **5** — because it contains the letters **J K L**. You will begin to see names that begin with those letters (again, names will appear in the order in which they were stored in the Dex). Keep pressing the dialpad key until the desired name and number appear:



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



### Manual method (on the 48-Key Feature Phone)

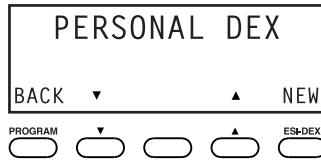
1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



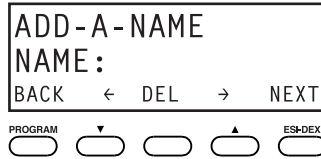
**Note:** Your display may differ, depending upon the availability of certain Dexes on your system.

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

The display now reads:

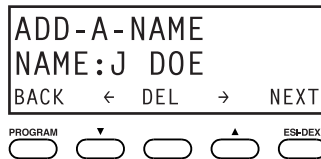


3. Press **NEW**.

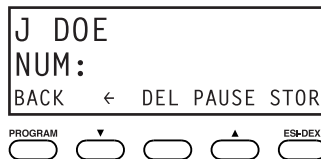


4. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.
5. When the desired character appears, press **#** to confirm its entry. The cursor will move to the next character position. 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.



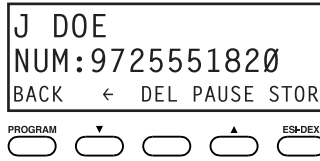
6. Repeat steps 4–5 until the name is complete. The name may contain up to 15 characters (a space is a character, too).
7. Press **NEXT** when finished entering the name. You will see the display for entering the **number** that goes with the name you entered.



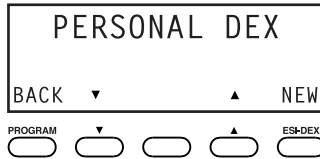
(Continued)

- Enter the **number** — including the line access code (**9, 8** or **7**). 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.



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



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

### Deleting names from your Personal Dex

#### ... On the 24-Key Feature Phone

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



- Choose the desired name from the selected Dex, using one of the two following methods:

Press repeatedly ...	To ...
▼ or ▲ (scroll keys)	Scroll through all names in the list from the beginning or end
(A dialpad key)	Scroll through only the names that correspond to the three letters on the key

- When the desired name and number appears ...



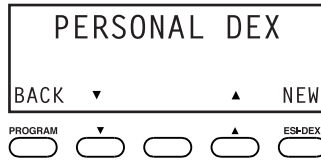
... delete the entry by pressing either \* or **HOLD**.

... On the 48-Key Feature Phone

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.



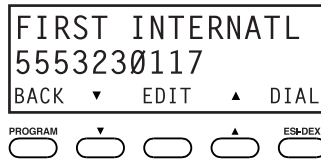
3. Select the desired name from the selected Dex, using one of two methods.

**Either:**

- (a.) 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.) Press the dialpad key that contains the first three letters of the person's name.  
For example: if you want to delete "FIRST INTERNATL," press **3 (DEF)**. You will begin to see names that begin with those letters (again, names will appear in the order in which they were stored in the Dex). Keep pressing the dialpad key until the desired name and number appear:



4. Delete the entry by pressing either **\*** or **HOLD**.

### Using Esi-Dex: An example

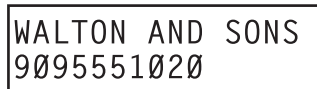
Let's say you're on a call with the XYZ Company — XYZ COMPANY appears on your display — and you wish to save the name and number for future use. Just press **ESI-DEX**. Your display will confirm that the information has been stored.<sup>1</sup> Then, to call the XYZ Company in the future, use Esi-Dex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

#### ... On the 24-Key Feature Phone

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



2. Press **9 (W X Y)**. The display will show the first stored name that starts with *W, X* or *Y*.



3. Continue to press **9** until *XYZ COMPANY* appears in the display.



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

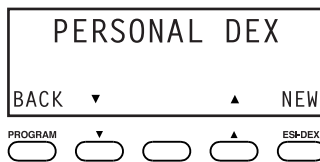
**Important:** The number dialed (if stored from a Caller ID) will be the number for the **actual** line used by the caller, and may be different than the caller's **listed** number. Additionally, some local calls may not be auto-dialed correctly, depending on the limitations of your area's local dialing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

#### ... On the 48-Key Feature Phone

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



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

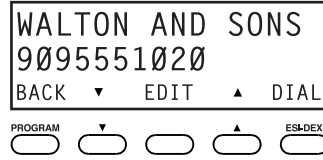


(Continued)

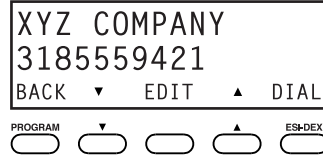
<sup>1</sup> If the number is already in your Personal Dex, the message *ALREADY STORED* will appear on the display. This indicates Esi-Dex has prevented storing the same number multiple times.



3. Press **9** (**W X Y**). The display will show the first stored name that starts with W, X or Y.



4. Continue to press **9** until XYZ COMPANY appears in the display.



5. 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 (in the range 600–699).

**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 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 key<sup>1</sup> 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:

1. **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.15), a pre-programmed line key or **SPEAKER**.
2. 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.<sup>2</sup>

**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.13) that may have been set for your station.

<sup>1</sup> See "Programmable feature keys," page C.2, for full details.

<sup>2</sup> 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 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 — **PROGRAM 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 <b>MUTE/DND</b>	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 **PROGRAM 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 headset<sup>1</sup> with your ESI Feature Phone. Unless you're using an ESI Cordless Handset<sup>2</sup>, you must program one of your programmable feature keys to be a **headset key**<sup>3</sup> (see "Optional features," pp. F.14–F.18) 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.

### Using a Bluetooth headset

If you are using a Bluetooth® headset with your phone through the use of an optional **ESI Bluetooth Headset Interface**, the following table indicates what the Headset Interface's LED indications mean:

If the LED is . . .	This means the headset is . . .
Off	Paired and connected
Glowing solidly	Paired and not connected (out of range)
Blinking slowly	Paired and attempting to connect
Blinking rapidly	Neither paired nor connected

(Continued)

<sup>1</sup> Not all headsets are compatible with your ESI Feature Phone; contact your ESI Reseller for a list of compatible models.

<sup>2</sup> 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.

<sup>3</sup> Not available on a 12-Key Feature Phone.

## Answering a call using a paired Bluetooth headset

Here is the procedure for answering a phone call when using a Bluetooth headset that is paired to your ESI Feature Phone *via* the ESI Bluetooth Headset Interface.

**Note:** When an incoming call rings on the ESI Feature Phone, the headset will provide an audible ringing if the headset supports this. This may cause a delay in the audio to the headset; some headset models may not pass the audio through to the headset until the audible ringing has been completed.

1. When an incoming call rings the Feature Phone, tap the Bluetooth headset's **Call** button<sup>1</sup> **or** press the Feature Phone's programmed *HEADSET* key.  
The *HEADSET* key on the Feature Phone will glow green.

**Note:** If the Bluetooth headset moves out of range, the call will remain connected via the Feature Phone's *HEADSET* jack **but** audio will be lost. When the Bluetooth headset moves back into range, the Bluetooth connection will be re-established and audio will return..

2. When finished with the call, tap the Bluetooth headset's **Call** button **or** press the Feature Phone's *HEADSET* key.

## Placing an outbound call using a paired Bluetooth headset

1. With the ESI Feature Phone idle, tap the Bluetooth headset's **Call** button **or** press the Feature Phone's programmed *HEADSET* key.  
The ESI Feature Phone's *HEADSET* key will glow green, and you'll hear dial tone on the Bluetooth headset.
2. Dial the desired telephone number.

**Notes:** Special features such as voice commands, switching between calls, *etc.*, using the Bluetooth headset button(s) **won't** be supported (unless you're using a Cellular Access key<sup>2</sup>).

If the Bluetooth headset moves out of range, the call will remain connected via the Feature Phone's *HEADSET* jack **but** audio will be lost. When the Bluetooth headset moves back into range, the Bluetooth connection will be re-established and audio will return.

3. When finished with the call, tap the Bluetooth headset's **Call** button **or** press the Feature Phone's *HEADSET* key.

(Continued)

<sup>1</sup> The name given to this button may vary by headset manufacturer.

<sup>2</sup> See the *ESI Cellular Management User's Guide* (ESI document # 0450-1189). ESI *User's Guides* are available from [www.esiusers.com/downloads](http://www.esiusers.com/downloads).

## Cautions

### *In general*

Bluetooth is an industrial specification for low-powered, short-range wireless networking. It provides a way to connect, and exchange information between, devices. Bluetooth is used not only in cellular phones and handsets but also personal computers, as well as other devices such as video game consoles. Bluetooth devices use a globally recognized, secure, unlicensed, short-range radio frequency.

### *Bluetooth compatibility*

Not all Bluetooth-enabled headsets are alike, because different manufacturers implement Bluetooth slightly differently. To minimize such issues, a headset should comply with the Bluetooth 1.2 (or higher) specification.

Still, even then, there can be difficulty in making Bluetooth devices interact. In particular, a Bluetooth-enabled headset may:

- Fail to pair with the ESI Bluetooth Headset Interface.
- Turn off its Bluetooth capability by itself, due to either a power-saving setting or interference from other devices.
- Suffer noisy or bad connections on calls. This can occur for a variety of reasons. The headset may be too far away from the ESI Bluetooth Headset Interface, or it may encounter interference from other Bluetooth devices (or even other objects such as walls, appliances, and cordless phones).

Some headsets turn off while charging, causing the **HEADSET** LED to glow solidly. To reconnect the headset after charging, just turn the headset back on.

Here is a short list of headsets that ESI used while beta-testing the ESI Bluetooth Headset Interface (but this is **not** intended as an endorsement of any of these, nor as a statement that they will always work properly with it). For additional updates, visit [www.esi-estech.com/BT](http://www.esi-estech.com/BT).

- Jawbone 2
- Plantronics
  - Explorer 520 and 340
  - Voyager 925
- Samsung WEP200
- Motorola H700
- Cardo Scalia 700
- Jabra BT2020 and BT8040

(To learn more about the ESI Bluetooth Headset Interface, visit [www.esi-estech.com/BT](http://www.esi-estech.com/BT).)

## 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 **71-76**) 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.<sup>1</sup>

**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 **PROGRAM 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
<b>Solid red</b>	In use
<b>Solid green</b>	Connected to your station
<b>Blinking red</b>	Ringling at another station

LED	Line status
<b>Blinking green</b>	Ringling at your station
<b>Slowly blinking red</b>	On hold by another station
<b>Slowly blinking green</b>	Held by you

**Notes:** Dialing **9** (or **8** or **71-76**) 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.<sup>2</sup>

### 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.

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

<sup>2</sup> 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 ESI 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	12-Key Phone	ESI Cordless Handset	24/48-Key Phones
<b>560</b>	Manual day/night mode	F.15		Y	Y
<b>561</b>	Service observing	F.15		Y	Y
<b>564</b>	Headset key	F.15			Y
<b>565</b>	Call forward key	F.15	Y	Y	Y
<b>565XXX</b>	Forward to a destination	F.15	Y	Y	Y
<b>566</b>	Redial	F.1	Y		
<b>567</b>	Call forward/no-answer key	E.9			Y
<b>568</b>	Message monitor key	F.10		Y	Y
<b>569</b>	Background announce key	F.16		Y	Y
<b>570</b>	Conference	E.8	Y		
<b>571</b>	Personal Greeting 1	F.16	Y	Y	Y
<b>572</b>	Personal Greeting 2	F.16	Y	Y	Y
<b>573</b>	Personal Greeting 3	F.16	Y	Y	Y
<b>574</b>	Caller ID key	F.16			Y
<b>575 and 576</b>	Virtual answer keys	F.17		Y	Y
<b>577</b>	QuickPage	F.17		Y	Y
<b>578</b>	Mute/DND	F.17	Y	(DND only)	
<b>579</b>	Voice mail	F.18	Y		
<b>580</b>	Override ring key	F.9		Y	Y
<b>582</b>	Record	F.18		Y	
<b>583</b>	Quick Switch	F.18			Y
<b>584</b>	Account codes	F.19	Y	Y	Y
<b>587</b>	Loop key	F.20	Y	Y	Y
<b>599</b>	Overhead page	E.14	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.<sup>1</sup> Each time the key is pressed, the display switches among: *DAY*, *NGT*, *DAY2*, *NGT2*, *HDAY* (holiday) or *AUTO*.<sup>2</sup>

**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.

### Service observing (Code 561)

Your administrator may assign **service observing capability** to those users who need to monitor others' calls silently (e.g., in order to aid in quality assurance of call activity). To begin service observing, press the assigned programmable feature key, followed by an extension number or station key. To discontinue observing, press the station key again or hang up. As you observe another station's incoming call, your display shows to whom that station is connected and how long the call has lasted.

**Note:** The Administrator must authorize service observing for your station, and the Installer must program the list of allowed extensions.

### 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:** The 48-Key Feature Phone has 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.

<sup>1</sup> 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.

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

### 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 **PROGRAM 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.11) 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.

### 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 48-Key Phone, third line	On 24-Key Phone, second line
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 <b>PICKUP</b> key, etc.)	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**.<sup>1</sup>
- 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**).

<sup>1</sup> 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.

## QuickPage (Code 577)

Normally used by an operator, this key lets you quickly put on hold, and page, a station user. While on an outside-line call, you can press a QuickPage key, then enter a station number (or press a programmable feature key programmed for an extension) and the system will automatically page the person<sup>1</sup>, then forward the call to the person's voice mailbox if he/she doesn't answer.

## 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 mailbox<sup>2</sup>.

**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.

<sup>1</sup> The system will access the paging zone for the extension and play the user's name as recorded in the directory (if no name is recorded, it will page by extension number) followed by the phrase "you have a call on hold" and the line on which the caller is parked — e.g., "John Doe, you have a call on line 21."

<sup>2</sup> Or, alternatively, to other routing (such as the Operator or another coworker's extension) set by the Installer.

### Voice mail (Code 579)

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

**Warning:** To use voice mail from a 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.

### Record (Code 582)

**Note:** Available for **only** ESI Cordless Handsets and the 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)

**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; and, obviously, you'll want to program the key on both the desktop Feature Phone and the Cordless Handset.

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

### 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 Feature 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 Feature 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 Feature Phone. This "blind-transfers" the call back to the desktop Feature 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 system won't prevent entry of an invalid account code.

## Loop key (Code 587)

A loop key allows for the appearance of any CO line or Esi-Link call that may be ringing a station, without the need for a programmable feature key to be programmed as a CO line key. Up to six loop keys may be programmed per station.

### Using a loop key

- Incoming outbound calls will appear on the first available loop key (if one or more loop keys are programmed on the phone).
- Calls may be placed on exclusive hold simply by pressing the active loop key.
- If multiple calls are on loop keys, a user may toggle between the calls by pressing a desired loop key. (The call that was originally active on a loop key will be placed on exclusive hold.)
- Calls placed on exclusive hold on a loop key can be retrieved from exclusive hold by **only** the station that placed the call on exclusive hold, and can be retrieved simply by pressing the flashing loop key.
- If the **HOLD** key is used, the caller will be placed on **system-wide** (not exclusive) hold and the loop key will return to an idle state.

### Loop key LED indications

If the loop key LED is . . .	The loop key call is . . .
Slowly blinking green	Held by your station
Blinking green	Ringing at your station
Solid green	Connected to your station
Slowly blinking red	On Virtual Answer hold

# 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 system (like the ESI Feature Phones), its operation and capabilities will be different.<sup>1</sup>

**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 Feature 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 Feature 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.<sup>2</sup> 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 **71-76**) to access an outside line and dial the number. To place an internal call, simply dial the extension number, department number, etc.

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

<sup>2</sup> 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 each additional member to the conference, FLASH once and then repeat steps 3–4.

The system allows up to 16 conference members (whether on the ESI system or outside) at once. This means there could be one conference with five members, another with three, and still another with eight — or there could be one with 16 members (in which case there could be no other conferences until members began to hang up from that 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** callers<sup>1</sup> 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).

<sup>1</sup> 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.<sup>1</sup>*

**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)

<sup>1</sup> 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
<b>0</b>	To reach the operator
<b>1</b>	To skip directly to the record tone (or "beep")
<b>2</b>	To mark this message as <i>urgent</i> (see "Urgent messages," page D.8)
<b>3</b>	To page (internally) the person for whom the caller is leaving a voice mail message
<b>4</b>	To perform off-premises "reach-me" (see "Off-premises 'reach-me,'" page D.3) <sup>1</sup>
<b>8</b>	To the main greeting (if your system is using the auto attendant)
<b>XXX</b>	An extension number of another user

**Note:** Option 3 is available only when personal greeting 3 has been recorded; and 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 will not 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 Feature 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.

<sup>1</sup> If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).

## Functions available during analog station voice mail message retrieval

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

Key	Function	Description
1	<b>Pause</b>	Pauses for one minute or until 1 is pressed again.
2	<b>Hear time/date</b>	Pauses the message, plays the time/date of when the message was left and resumes.
4	<b>Back up (rewind)</b>	When pressed during message playback, rewinds 4 seconds for each key press. If pressed after the message has finished, it returns you to the beginning of the message.
5	<b>Access user programming</b>	Accesses user programming menu.
6	<b>Move</b>	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	<b>Delete</b>	Deletes the message from the mailbox (see "Message Recycle Bin," page D.8).
8	<b>Main greeting</b>	Goes to the main greeting (if your system is using the built-in auto attendant).
9	<b>Save</b>	Saves the message (it will be played as an old message the next time messages are picked up).
9 9	<b>Save as new</b>	Saves the message as new.
0	<b>Operator</b>	Transfers you to the operator.
#	<b>Leave a message</b>	Lets you record a message in one or more mailboxes. At the prompt, enter the desired mailbox number. Press # and then enter up to 65 mailbox numbers, using the phone's dialpad. Mailboxes in a department count toward the maximum of 65.
*	<b>To disconnect</b>	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 Feature Phone***

Press **VOICE MAIL \*** and dial your extension number. Follow the procedures described previously (see 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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