Programming your phone

Setting your phone preferences

Press **PROGRAM** to access programming, and then select from the menu choices. During any programming step, you can press **HELP** for a detailed description of the feature.

0 Help
  1 How to use the phone
  2 How to use voice mail
  3 Phone features
  4 User tutorial
1 Select personal greeting
  1 Record
  2 Delete
  3 Hear
2 Programmable feature keys
3 Station options
  1 Call waiting
  2 Personal greeting reminder
  4 Dial tone preference
  5 Hands-free answer
  6 Monitor mode

4 Station audibles
  1 Station ring tone
  2 Station ring volume
  3 Message ring
5 Password
  1 Enter
  2 Delete
  3 Hear
  4 Security level
6 External notification
9 Message Recycle Bin

Note: Certain items shown in the menu above may not be applicable to your specific phone system. Consult your System Administrator for more information.

Programmable feature keys

There are two **methods** for programming 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 Guide will speak to you, walking you through the full menu, during which you can choose the appropriate option.

The programmable feature keys can be programmed as:

- **Line keys** — If programmed with a two-digit line number, the key will become a line key providing lamp information and outside line access.

- **Station keys** — If programmed with a three-digit extension number, the key will provide station lamp status and direct station access and transfer.

- **Speed-dial keys** — Can be used for automatic dialing of frequently called outside numbers. Enter the line access code (9, 8 or 7) plus the phone number.

- **Additional-feature keys** — Depending on your system, these may include day/night control, service observing, agent log-on, system speed dial, personal greeting, etc. See the System Administrator for assistance.

Special features

Monitor mode

You can program your phone to allow hearing a message as it is being left in your mailbox, for your selective interception.

Call forwarding

On a 24-Key Feature Phone: Dial **5 6 5** and then press a station key to forward your call to that station. To disable call forwarding, dial **5 6 5** and hang up. You can create a call-forward key by assigning **5 6 5** to a programmable feature key.

On a 48-Key Feature Phone: Press **CFWD** and then press a station key (or enter an extension) to forward your call to that station. To disable call forwarding, dial **CFWD** and hang up.

Message Recycle Bin (un-delete)

Your phone system stores your 10 most recently deleted messages in a Message Recycle Bin (**PROGRAM 9**) to allow you to recover messages that may have been deleted in error.

Off-hook indicator/message light

The red message light, located at the top of the phone, indicates three conditions. A phone that's off-hook glows solid red (first priority); continuously "flutters" when ringing (second priority); and blinks when that station has new voice mail waiting (third priority). The indicator will light according to the priority of the condition.

Headset jack

Your phone may also be equipped with a **headset jack** (located on the bottom of the phone). To use a headset, first assign **5 6 4** to a programmable feature key, making it a **headset key**; then plug the headset into the phone. To answer a call, press the headset key you programmed (to release the call, press the headset key again). You can still use the handset at any time; however, to switch back to headset mode, you must press the programmed headset key before placing the handset back in its cradle. (See the *User's Guide* for more details.)

Note: You must program headset operation (**PROGRAM 3 3**) and use an external headset amplifier if you are using an ESI phone without a headset jack on an ESI system manufactured in 2003.

Using help mode

Your phone's help mode is designed to help you learn about phone features, how to use your phone, how to use voice mail, and how to handle calls and messages (user tutorial). To access one of these topics, press **HELP** and choose from the menu.

While programming a feature on your phone, you can press **HELP** to hear a more detailed description of that feature.

The on-board user tutorial — **HELP 4** — explains all aspects of call and message handling in a logical, step-by-step manner.
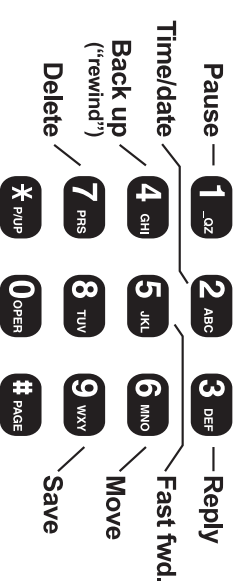

Using voice mail

Note: Certain ESI phone systems have either an **Integrated Answering Machine** (which works differently than shown below) or no voice mail at all. Consult your System Administrator for more information.

If you have new messages, your display will show the number of new and old messages in your mailbox.

Retrieving messages from your station

1. Press **VOICE MAIL**.
2. When prompted, enter your password (if required): _____ #
   The default password is **0** (meaning, no password required).

Note: If you receive a call waiting tone while picking up messages, you can ignore the waiting call, or answer the call by hanging up to exit voice mail. Your phone will then ring. Lift the handset and you will be connected to the waiting call.

During playback of a message, the display will show the originator of the message, the duration of the message, whether it's new or old, and the time/date of the message.

You can press any of the following keys anytime during the message or during the prompt following the message:

Pause —	**1** oz	—
Time/date —	**2** ABC	— **Reply**
Back up ("rewind") —	**3** DEF	— **Fast fwd.**
Delete	**4** GHI	
	5 JKL	
	6 MNO	— **Move**
	7 PRS	
	8 TUV	
	9 WXY	— **Save**
	＊ PUP	
	0 OPER	
	# PAGE	

1 Pause — Pauses playback for one minute or until pressed again.

2 Time/date to number — Toggles the display between the time/date and the Caller ID number (if available).

3 Reply — To automatically reply to a message from another user (within the system). Begin recording your reply at the tone; press **1** to stop. You will then be returned to the original message for further action.

4 Back up — Backs up ("rewinds") playback four seconds for each time you press it during message playback. If pressed after the message has finished, returns you to the message's beginning.

5 Fast forward — Advances playback four seconds each time you press it.

6 Move — Moves a copy of the message to another user's mailbox or to a Quick Group. If you wish to add an introduction, press **1** when prompted. The phone system will respond with the mailbox greeting and record tone. When you've finished your recording, press **1** to stop.

7 Delete — Deletes the message.

9 Save — Saves the message. It will be played as an old message the next time messages are retrieved.

Note: 9 9 saves the message as a new message (E-Class systems only).

Hang up when finished. (If you hang up while a message is playing back, the message will remain in a "new" message.)

Retrieving messages from a remote location

1. At the main greeting, *either* press **＊** and enter your mailbox number; *or* press **＊** and then the operator transfer you by pressing **VOICE MAIL** and then **＊**, and entering your mailbox number.
2. When prompted, enter your password (if required): _____ #
   The default password is **0** (meaning, no password required).

The phone system will announce the number of new and old messages and play the oldest new message.

The additional key functions listed below may be used from a remote location:

2 Hear time/date — Pauses the message, plays the time/date of the message and then resumes playback.

5 Access user programming — Lets you change the personal greeting or password.

Note: Fast forward is not available from a remote location.

8 Main greeting — Returns you to the main greeting.

0 Operator — Transfers you to the operator.

 # Access user programming — When prompted, enter the user's mailbox number.

＊ To disconnect — Use before hanging up (if pressed during playback of a message, the message will be saved).

Mailbox personal greetings

You can record up to three personal greetings (**PROGRAM 1**), and then change between them as desired.

Example: *"Hi, this is Bill. I'm away from my desk or on the phone. You may reach the operator by dialing 0 now, or leave me a detailed message and I'll respond to it promptly."*

Special keys and their uses

RELEASE
Lets you drop a call without replacing the handset.

HOLD
Press to place a caller on hold for pick up at any station. To pick up a held call, press **HOLD**. The display will show which outside lines are holding calls, with the most recently held calls on the right. Enter the appropriate line number — for example, **1 2** for line 12 — to pick up the call.

To place a caller on hold at any station. To pick up **exclusive hold** — i.e., for pick up **only** at your station — press **HOLD** for at least one second. The display will show an "E" next to the outside line where the call is on hold just for your station.

SPEAKER
Press **SPEAKER** for hands-free conversation.

RECORD
During a conversation, press **RECORD** to toggle (turn on/off) live recording.

CONF
While on a call, press **CONF** and call someone else to add him/her to a conference call among up to four people (counting you).

MUTE/DND
During a conversation, press **MUTE/DND** to disable your microphone. When your station is idle, press **MUTE/DND** to toggle (turn on/off) do-not-disturb mode.

TRANSFER
Lets you transfer a call to a station for which you don't have a programmed station key. Press **TRANSFER** and then dial the extension number.

FLASH
Press **FLASH** to generate a flash hook on the outside line or to toggle between calls waiting.

REDIAL
Press **REDIAL** to redial the last outside number dialed. If you have Caller ID service, press **REDIAL** while listening to a voice mail message to automatically return the call.

P/UP (Call pickup)
A call ringing at another station or group can be answered from your station by pressing **P/UP**, then the appropriate blinking station key or entering the extension number (e.g., **P/UP 1 0 3** to pick up a call on extension 103).

PAGE
To page through all available stations, press **PAGE 0.**

To page in only a programmed paging zone, press **PAGE** and the one-digit paging zone designation (in a range of either **1**–**3** or **1**–**9**, depending upon your system; see the System Administrator for assistance).

Using your phone

Answering a call
When your phone rings, lift handset or press **SPEAKER**. If your station is set for hands-free answer, intercom calls will be automatically output to your speaker.

Placing an outside call
Lift the handset, press an unlit line key or dial **9** (or **8** or **7**) to be assigned outside dial tone; or, without lifting the handset, dial **9** (or **8** or **7**) to be automatically connected to outside dial tone through your speaker.

Placing an intercom call
Lift the handset and press a station key or dial the extension number; or, without lifting the handset, press a station key to call the station through your speaker. The station LEDs indicate:

Solid red	= In use
"Winking" amber	= Do-not-disturb (DND) mode
Solid green	= Connected to you
Blinking red	= Ringing from another call
Blinking green	= Ringing from your call

Speed-dialing with Esi-Dex
You can select and auto-dial from three speed-dialing lists (or Dexes): the System Dex; the Station User's Dex; the Location Dex (if you're using Esi-Link); and a Personal Dex of names and numbers you have either entered via keypad or captured via Caller ID. (This data may also have been programmed by your Installer or system Administrator.)

On a 24-Key Feature Phone: Repeatedly press **ESI-DEX** (while your station is idle) until you reach the desired Dex, then repeatedly press the dialpad key corresponding to the first letter of the desired name. When the name appears, press **ESI-DEX** again to auto-dial the number.

On a 48-Key Feature Phone: Press **ESI-DEX** (while your station is idle) and choose the appropriate Dex from the display. Use the volume/scroll keys (▼ and ▲) to find the desired name. When it appears, select **DIAL**.

Transferring a call to another station
While connected to an outside caller, press the unlit station key for the person to receive the call (or press **TRANSFER** and dial the extension number). To perform an unsupervised transfer, hang up immediately. For a supervised transfer, wait until the called person answers, announce the call, then hang up. If, during a supervised transfer, the transferred-to person doesn't answer, press the station key again or press **FLASH** to return to the original caller; or hang up to release the call to the station's mailbox.

If you call or transfer a call to a station in use (the station key is solid red), the called person can handle your call as outlined in the *call waiting* feature (see next column) — or decide not to take your call, in which case it will forward to his/her mailbox.

Transferring a call directly to mailbox
To transfer an outside call to another user's mailbox, press **VOICE MAIL** and the appropriate station key (or press **VOICE MAIL** and then **TRANSFER**, and then dial the extension number). Even though you both will hear the personal greeting, you can hang up at any time to release the call to the mailbox.

Transferring a call to the main menu
To transfer an outside call to the main menu, press **VOICE MAIL** and hang up.

Leaving a message in another user's mailbox
Press **VOICE MAIL** and the appropriate station key (or press **VOICE MAIL** and then **TRANSFER**, and then dial the extension number). If you press **1** during the user's personal greeting, you will advance directly to the record tone.

To leave a message in several mailboxes (Quick Groups), press **VOICE MAIL** and the appropriate station keys prior to the record tone.

Initiating a conference call
While connected to a call, press **CONF** and call another station or outside person. Repeat the step to add another person (the maximum, including you, is four) to the conference. Hang up to disconnect all persons in the conference. If the newest added-on person does not answer, press his/her station key again or press **FLASH** to return to the original conferees.

Picking up a call at another station
If a call is ringing at another station (if it's programmed into one of your station keys, that key will be blinking red), that call can be picked up at your station by pressing **P/UP**, then either pressing the ringing station key or entering the extension number (e.g., **P/UP 1 0 3** to pick up a call on extension 103).

Call waiting
If you receive another call while you're already on a call and you have activated call waiting (see "Programming your phone," elsewhere in this guide), you will hear a tone in your earpiece and the bottom line of your display will indicate that a call is waiting. You can ignore the call waiting (and it will be directed to your mailbox), or you can toggle between the two callers by pressing **FLASH**. To drop either call, press **RELEASE** and you will be automatically connected to the other call (or hang up while connected to the call to be dropped and your phone will then ring with the other call).
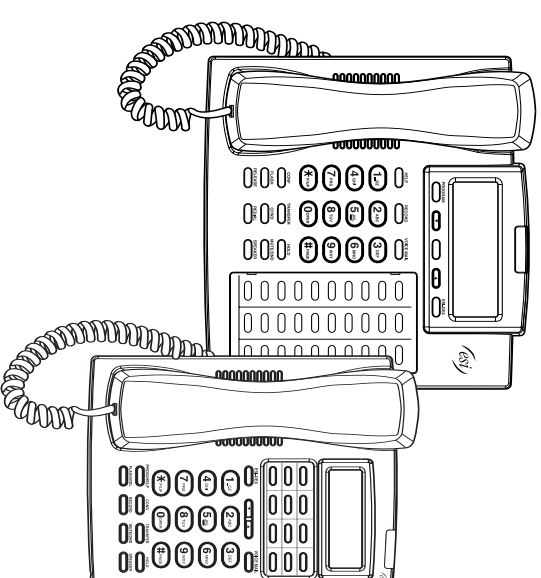
Dialing 911
Dialing **911** from a local phone (i.e., not from a Remote IP Feature Phone) places an emergency call and also notifies the system operator via a spoken or displayed prompt.

Feature Phone Guide

Visit www.esiusers.com for detailed user help

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