



ESI Feature Phone

User's Guide

FOR IVX[®] S-Class
WITH voice mail

0450-0467
Rev. F



We Make It Easy To Communicate

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About ESI

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Table of contents

| | |
|---|------------|
| Introduction | A.1 |
| Voice Mail options | A.1 |
| 48-Key Feature Phone | A.2 |
| 24-Key Feature Phone | A.4 |
| 12-Key Digital Feature Phone..... | A.5 |
| Connecting your ESI phone..... | A.6 |
| Help mode (Verbal User's Guide) | B.1 |
| User programming: An introduction | C.1 |
| User programming menu | C.1 |
| Voice mail operation | D.1 |
| Introduction | D.1 |
| Personal greetings | D.1 |
| Leaving messages | D.2 |
| Moving a message | D.2 |
| Off-premises "reach me"..... | D.3 |
| Message retrieval | D.3 |
| Live recording | D.6 |
| Off-premises message delivery | D.6 |
| Message Recycle Bin (un-delete)..... | D.7 |
| Status indicator lamp | D.8 |
| Optional voice mail feature: Guest mailboxes | D.8 |
| Optional voice mail feature: Broadcast mailbox (500) | D.9 |
| Optional voice mail feature: Cascade paging mailboxes | D.10 |
| ESI Feature Phone operation | E.1 |
| Display | E.1 |
| Caller ID | E.1 |
| Keys | E.1 |
| Dial tone..... | E.3 |
| Basic phone use | E.3 |
| Direct station selection | E.4 |
| Transferring an outside call | E.4 |
| Conference calling | E.6 |
| Call forwarding..... | E.7 |
| Call waiting | E.7 |
| Hold/exclusive hold operation | E.8 |
| Paging..... | E.10 |
| Call pickup | E.10 |
| Optional features | E.11 |
| Special keys | F.1 |
| Esi-Dex | F.2 |
| Override ring | F.9 |
| Message monitor mode (live call screening) | F.10 |
| Personal greeting reminder | F.10 |
| Headset operation | F.10 |
| Outside dial tone preference..... | F.10 |
| Line keys..... | F.11 |
| Optional features | F.11 |
| Analog stations | G.1 |
| Placing calls | G.1 |
| Transferring calls | G.1 |
| Call forwarding..... | G.2 |
| Call waiting | G.2 |
| Call hold | G.2 |
| Paging..... | G.2 |
| Call pick-up..... | G.3 |
| Voice mail operation from an analog station..... | G.3 |
| Analog station programming..... | G.6 |
| Select personal greeting | G.6 |
| Password | G.6 |
| Off-premises message delivery | G.7 |
| Off-premises message delivery | G.8 |
| Message Recycle Bin (un-delete)..... | G.8 |

Index

(This page included for pagination purposes only.)

Introduction

Accessing the rich ESI feature set is simple and easy through the straightforward design of all the new ESI feature phones. 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 *IVX S-Class User's Guide* will introduce you to the wide variety of features offered by your ESI phone 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
 - 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
 - Section G — Analog Stations
 - Index
-

Voice Mail options

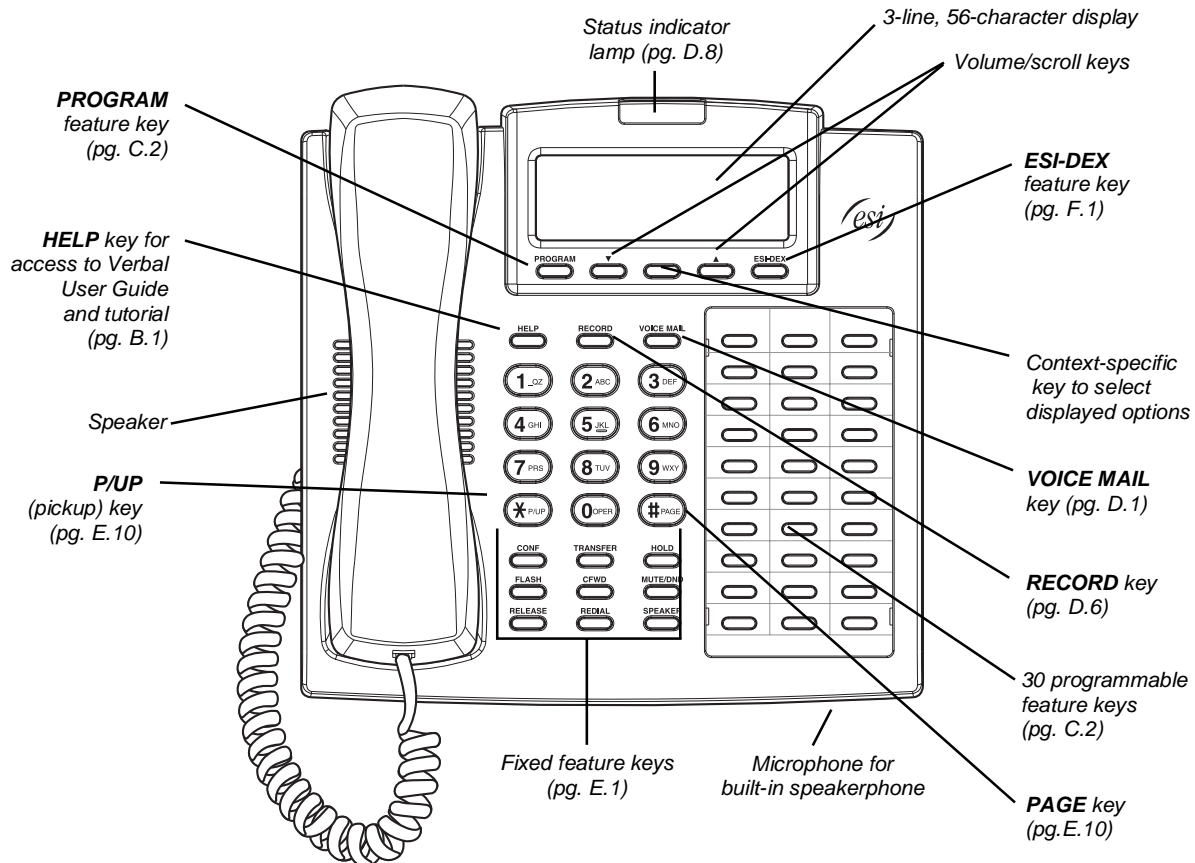
Your IVX S-Class phone system comes with ESI's award-winning voice mail, including an automated attendant and a dedicated mailbox for each station.

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

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

48-Key Feature Phone

The **48-Key Feature Phone** has a variety of programmable and built-in features. It comes in two versions: Digital and TAPI. Additionally, it supports the optional 60-Key Expansion Console. 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.

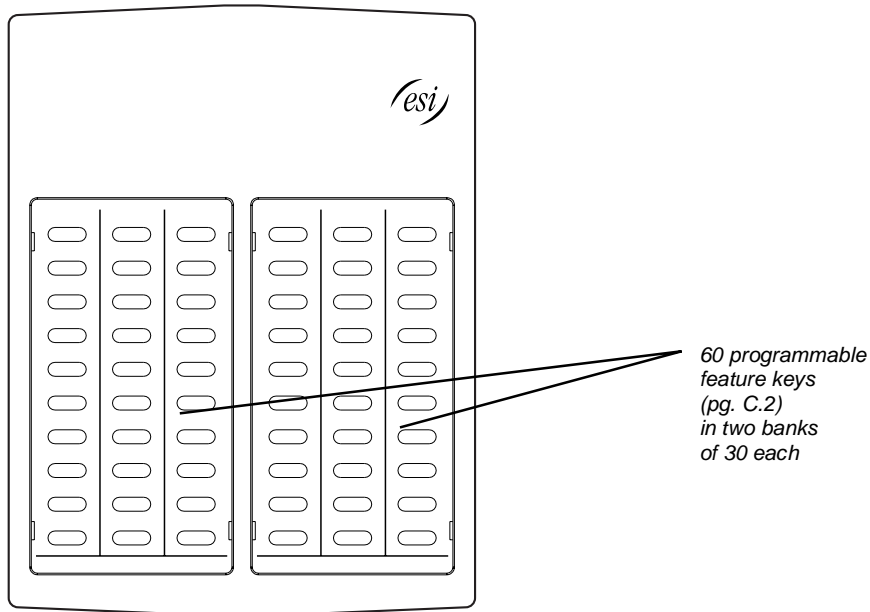
Optional 60-Key Expansion Console for use with the 48-Key Feature Phone

The **60-Key Expansion Console** adds 60 more programmable feature keys to your 48-Key Digital Feature Phone.

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

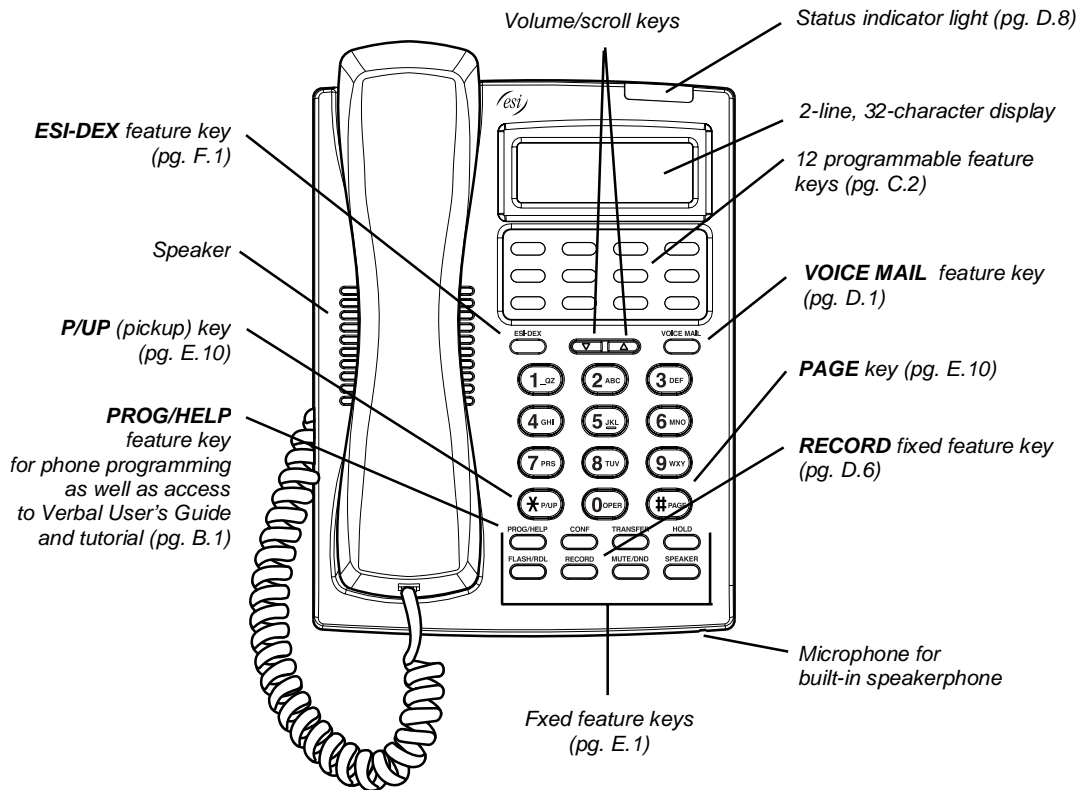
Hint: You may find it easier to write in the names on the overlay **before** you program the keys and attach the overlay to the Console.



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

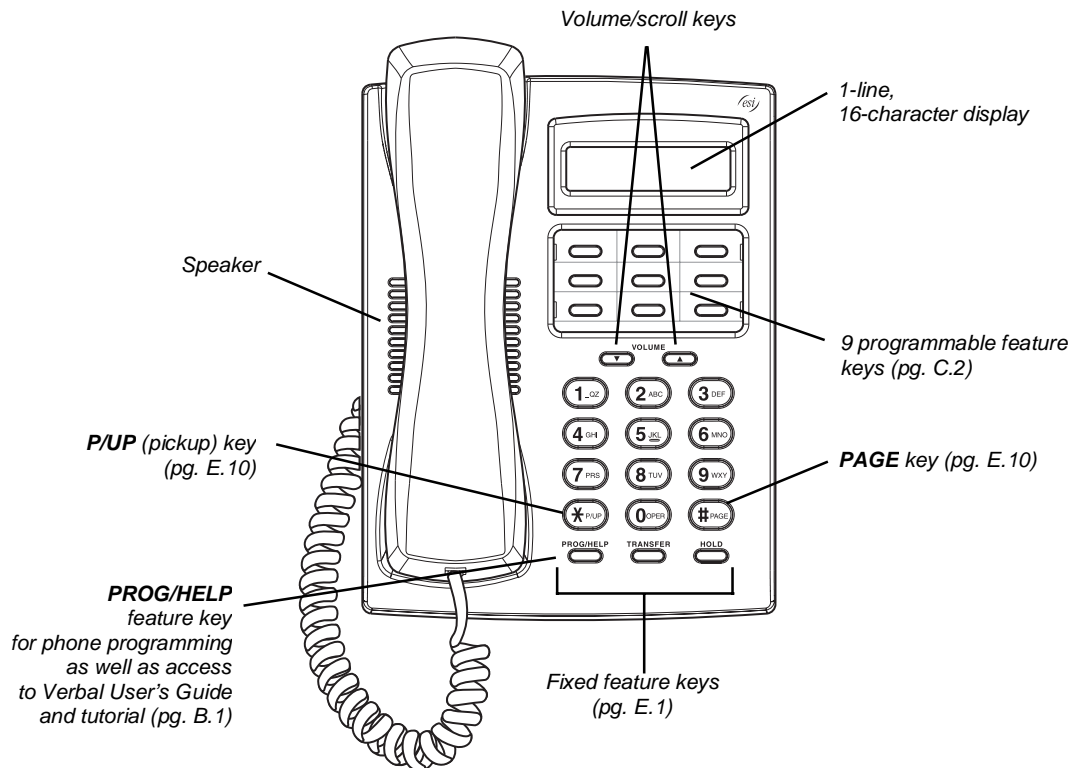
The **24-Key Feature Phone** has a variety of programmable and built-in features. The 24-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



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.11.
- Esi-Dex

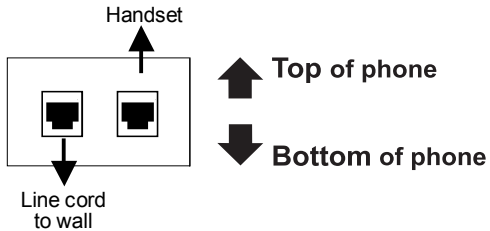
A **VOICE MAIL** key, **CONFERENCE** key, and **MUTE/DND** key must be set on one of the nine programmable feature keys to utilize those features.

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.

Connecting your ESI phone

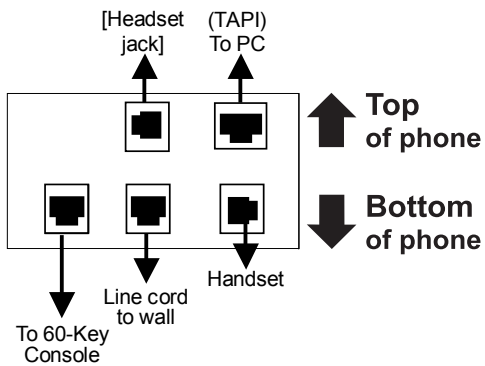
Use the diagram (below) to connect your ESI phone. The diagram represents the panel on the phone's underside.

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 Digital Feature Phone 24-Key Digital 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 the following:

- Headset jack.¹
- TAPI version includes a cable for connecting to your PC's serial port.
- 60-Key Expansion Console cable (included with each Console) uses standard RJ-11 telephone connectors.

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

¹ If shipped after March 1, 2004.

Help mode (Verbal User's Guide)

Your ESI phone 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.

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.2). 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 for up-to-date help.

(This page included for pagination purposes only.)

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

- | | |
|--|---|
| <p>1 Select personal greeting</p> <ul style="list-style-type: none"> 1 Record 2 Delete 3 Hear <p>2 Programmable feature keys (Station keys, line keys, speed-dial keys, other feature keys)</p> <p>3 Station options</p> <ul style="list-style-type: none"> 1 Call waiting/background announce 2 Personal greeting reminder 3 Headset operation¹ 4 Outside dial tone preference 5 Hands-free answer 6 Message monitor | <p>4 Station audibles</p> <ul style="list-style-type: none"> 1 Station ring tone 2 Station ring volume 3 Message ring <p>5 Password</p> <ul style="list-style-type: none"> 1 Enter 2 Delete 3 Hear 4 Security level <p>6 External message notification</p> <ul style="list-style-type: none"> 1 Delivery options 2 Phone delivery 3 Pager notification <p>9 Un-delete</p> |
|--|---|

Note: Background announce and selections 3, 5, and 6 under **Station Options** are not available on a 12-Key Digital Feature Phone.

¹ Not necessary with Generation II system. If unsure which system you have, consult your System Administration.

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** — If a line number (1 through 12) is programmed, the programmable feature key becomes a line key providing the appropriate lamp information and manual outside-line access.
- **Station keys** — If the dialed digits input are 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 input can be:
 - User extensions (100–139 with Generation II system, 100–129 with Generation I system)¹
 - Department numbers (290–299)
 - Guest/info mailboxes (300–309)
 - Cascade mailboxes (520–529)
 - System speed dial numbers (600–699)
- **Speed-dial keys** — In addition to programming a programmable feature key with a **system** speed-dial number, you can create **personal** speed-dial keys for automatic dialing of frequently called outside numbers. If you program **9** (or **8** or **7**) plus a phone number, the programmable feature key becomes a speed-dial key. When you program a speed-dial key, there's no need to insert a pause after the 9 (or 8 or 7). The speed-dial number can be up to 24 **characters** long. Use the **up** scroll key (**▲**) to enter special characters in a dial string (see Option 6 on page C.4).
- **Other feature keys** — If you enter feature codes, 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; consult the System Administrator for your access (refer to page F.11).

¹ If unsure which system you have, consult your System Administration.

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 and previously assigned | Flashing red | Flashing green | Flashing amber |
| Currently being programmed and previously unassigned | Flashing red | Flashing red | Flashing red |
| Programming mode — Was assigned or viewed in current session | Blinking red | Blinking green | Blinking amber |
| Assigned in a previous programming session and not yet viewed in current session | Solid red | Solid green | Solid amber |
| Never assigned and not yet viewed in current session | Off | Off | Off |

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.7 for call waiting and page E.8 for background announce.
- 2 Personal greeting reminder**
See page F.10.
- 3 Headset operation**
See page F.10.¹
- 4 Outside dial tone preference**
See page F.10.
- 5 Hands-free answer**
See page E.2.
- 6 Message monitor**
See page F.10.

Note: Background announce and selections 3, 5, and 6 are not available on a 12-Key Digital Feature Phone.

¹ Not necessary with Generation II system. If unsure which system you have, consult your System Administration.

4 Station audibles

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

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.

3 Message ring

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

5 Password

1 Enter new password

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

2 Delete current password

Resets the password to the default password.

3 Hear current password

Displays and plays back the current password.

4 Password security level

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

6 External message notification

1 Delivery options

1 Delivery to phone number only

2 Notify pager only

0 No off-premises delivery

2 Phone delivery

1 Enter phone number

Enter the phone number (24 digits, maximum) followed by #. **Do not** include an outside line access code (*i.e.*, don't add **9**, **8** or **7**) before the number. To insert a special character, press the right scroll key (▲) to select the desired special code: #, *, F or P. Press # to confirm the inserted character and continue. Press ## to complete the entry.

| Code | What it produces |
|------|------------------|
| # | # DTMF tone |
| * | * DTMF tone |
| F | Flash hook |
| P | 2-second pause |

Use the down arrow key (▼) to backspace.

Once the number is saved you can use the scroll keys to move back and forth to view the number. To edit the number, you must delete it and enter the correct number.

2 Delete phone number

Deletes the currently programmed phone number.

3 Display current phone number

Displays the currently programmed phone number.

3 Pager notification

1 Enter pager number

Enter the pager number (24 digits, maximum) followed by #. **Do not** include an outside line access code (*i.e.*, don't add **9**, **8** or **7**) before the number. To insert a special character, press the right scroll key (▲) to select the desired special code: #, *, F or P. Press # to confirm the inserted character and continue. Press ## to complete the entry.

| Code | What it produces |
|------|------------------|
| # | # DTMF tone |
| * | * DTMF tone |
| F | Flash hook |
| P | 2-second pause |

Use the down arrow key (▼) to backspace.

Once the number is saved you can use the scroll keys to move back and forth to view the number. To edit the number, you must delete it and enter the correct number.

2 Delete pager number

Deletes the currently programmed pager number.

3 Display current pager number

Displays the currently programmed pager number.

9 Message Recycle Bin (un-delete)

Your most recently deleted messages (10 on a 30-hour system, five on a two-hour system¹) 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.

¹ If unsure of your system's capacity, consult your System Administration.

(This page is included for pagination purposes only.)

Voice mail operation

Introduction

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

VOICE MAIL key

The **VOICE MAIL** key is used for direct access to all voice mail features, such as picking up messages or transferring directly to mailboxes.

Warning: On stations with a 12-Key Digital Feature phone, a programmable feature key must be set to code **579** (for **VOICE MAIL** key). If a key is not programmed to **579**, you will still be able to retrieve previously left messages and access user programming, but you will not be able to receive new messages (when you access your mailbox, the phone system will announce that the mailbox is disabled). Program **579** on a programmable feature key to enable the mailbox.

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.

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

Warning: Do not delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings not only **doesn't** revert to the initial default greeting, it also **will** turn off your mailbox.

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.*

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

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

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

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

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.12). 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 Digital Feature Phone, press **RECORD** while the confirmation is playing and follow the prompts to record the greeting. Otherwise, listen to the greeting to the end and follow the prompts.

Leaving messages . . .

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

. . . directly in another User's mailbox

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

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

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

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

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

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

Moving a message

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

Off-premises “reach me”

After a caller has been forwarded to your voice mailbox and is listening to your personal greeting, this feature allows the caller to be forwarded to a number outside the system — *i.e.*, a regular phone number rather than an extension. **You must have personal greeting 2 selected and it must tell callers to press 4 for this feature.** When the caller presses 4 during your greeting, the system forwards him/her to the number set for “phone delivery” under “external message notification” (**PROGRAM 6 2** — see page C.4). If that number doesn't answer, the caller is returned to your voice mailbox. When you receive a forwarded call, you'll be prompted to “press any key” to accept the call.

Note: This feature is activated only if your administrator enables it on your station and you have set your mailbox to play personal greeting 2. This feature does not work in guest mailboxes.

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

24-Key
Feature
Phone

10/12 11:09 AM
NEW 3 OLD 1
.....1.1.1.1.1.1.1.1.1.1.1.1.....

48-Key
Feature
Phone

Note: Message status (shown in the examples above as *NEW 3 OLD 1*) appears 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.4).
3. The ESI phone 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

24-Key
Feature
Phone

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

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

4. At the end of each message, the ESI phone system prompts you for instructions (see the chart, “Keys’ functions during voice mail message retrieval,” *next page*). 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.

Note: If, while picking up messages, you receive a call-waiting tone, hang up. When your phone rings, lift the handset and you will be connected to the waiting call. Alternatively, you may simply press the hook switch when you hear the call-waiting tone; this automatically connects you to the waiting call **without** your having to first hang up, then pick back up, the handset.

(Continued)

5. To **exit** playback of messages, simply hang up your phone.

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

Key functions during voice mail message retrieval from an ESI Feature Phone

| Key | Function name | Description |
|------------------|---|---|
| 1 | Pause | Pauses for one minute or until you press 1 again. |
| 2 | Time and date/ number toggle | Toggles the bottom line of the display between the message's time/date and the caller's number. |
| 3 | Reply | Replies to the originator of a message (possible only if message came from another user in the system). Record your reply at the tone and then press 1 to stop, after which the system returns you to your mailbox and the message to which you were replying. |
| 4 | Back up (rewind) | <ul style="list-style-type: none"> If pressed during message playback, rewinds 4 seconds for each key-press. If pressed after the playback has finished, returns to beginning of message. |
| 5 | Fast forward | Advances playback 4 seconds for each key-press. <i>(Not available from an analog phone or off-premises location.)</i> |
| 6 | Move | Moves a copy of the message to another User's mailbox. You may move the copy with or without an introduction. After the move, the system returns you to your mailbox and the original message. |
| 7 | Delete | Deletes the message from the mailbox (see "Message Recycle Bin," page D.7). |
| 9 | Save | Saves the message (it will play as an old message the next time you retrieve messages). |
| 9 9 | Save as new¹ | Saves the message as a new message. <i>(Generation II only.)</i> |
| FLASH/RDL | Auto-callback | Exits your mailbox without erasing the message, and then automatically dials the number. ² <i>(Not available from an analog phone or off-premises location.)</i> |
| ESI-DEX | Store | If Caller ID is present, saves to your Personal Dex for later use. <i>(Not available from a 12-Key Feature Phone, analog phone or off-premises location.)</i> |
| # | Leave a message | Lets you record a message in another mailbox. At the prompt, enter the desired mailbox number. |
| * | Check other box | Checks messages in another mailbox (may require a password, depending on the mailbox's setting). |

Note: When you press **9** once to save the message as old, there is a short delay before the system tells you it has saved the message. To bypass this delay after pressing **9**, just press **#** to hear the next message.

¹ May not be available on your system. If you need more information about this feature, contact your ESI Reseller.

² 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 phone 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.4.

Additional functions available during off-premises voice mail message retrieval

| Key | Function | Description |
|-----|-------------------------|--|
| 2 | Hear time/date | Pauses the message, plays the time/date when the message was left and resumes. |
| 5 | Access user programming | Access certain user-programmable features. <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Note: Fast forward is not available from a remote location.</div> |
| 8 | Main greeting | Goes to the main greeting. |
| 0 | Operator | Transfers you to the operator. |
| # | To other mailbox | To leave a message in another User's mailbox. |
| * | Disconnect | Disconnects you from the system. Always press * before hanging up (if you press it during message playback, the system will save the playing message and any other currently unsaved messages in your mailbox). |

Live recording¹

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 record limit² 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 the *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.

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).

Off-premises message delivery

Introduction

The ESI phone 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.

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

² Adjustable by only the Installer.

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

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

Message delivery

. . . To a phone

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

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

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

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

. . . To an external pager

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

Note: Either entering or deleting the phone number to be called for off-premises delivery or activate your pager¹ will toggle the feature on or off.

Message Recycle Bin (un-delete)

The ESI phone system stores your most recently deleted messages (10 on a 30-hour system, five on a two-hour system²) 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.

¹ If pager notification was enabled as described.

² If unsure of your system's capacity, consult your System Administration.

Status indicator lamp

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 (300–309) 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.).

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

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. To record a personal greeting, press **PROGRAM 1** and then follow the instructions you'll hear.

Tip: If necessary, review “Personal greetings” on page D.1, for options and sample greetings. The “reach-me” feature does not work with a guest mailbox.

(Continued)

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

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

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

1 Record personal greeting

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

Important: Your mailbox will work only if at least one personal greeting exists for it. However, a 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

Optional voice mail feature: Broadcast mailbox (500)

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

Introduction to Broadcast mailbox

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

So that you may easily contact all users on the system, the ESI phone system's Broadcast Mailbox 500 automatically consists of all station users **who have personal greetings recorded**.

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

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

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

Leaving a broadcast message

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

Deleting a broadcast message from the broadcast mailbox

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

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

Example:

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

An important note about Quick Groups

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

Optional voice mail feature: Cascade paging mailboxes

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

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

If a cascade paging mailbox receives a new message, the ESI phone system will page the first number for a set number of times. If it receives no response, the ESI phone system then pages a second number for a set number of times. If, again, there is no response, the ESI phone system pages the third paging number; and the system will then page all three pagers, 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 paging mailbox

Press **PROGRAM *** followed by the cascade paging mailbox number. You will be prompted for recording mailbox greetings; password administration, programming the pager numbers and intervals; and accessing previously deleted messages.

To set the pager numbers, you will be prompted to enter each paging number and the number of times that it is to be paged before the next paging number is also paged.

Notes: Enter **only** the paging number; **do not** include the line access code (**9**, **8** or **7**). 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 paging mailbox is in operation, the ESI phone system automatically sends the mailbox number to the display of a digital pager, to indicate **which** mailbox has new messages.

Retrieving cascade paging mailbox messages

Retrieving messages when off-premises

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.7.

(This page included for pagination purposes only.)

Keys' LEDs (lamps)

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

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

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

SPEAKER key and speakerphone operation

For hands-free conversation, use the **SPEAKER** key.¹ 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)

You can program your phone to enable or disable **hands-free answer**¹ — 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.

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**.

¹ Not available on 12-Key Feature Phone.

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," on page D.1) and your station will be placed in DND.
On stations with a 12-Key Digital Feature phone, a programmable feature key must be set to **578** for **Mute/DND** capability. For more information, see page F.11.

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**¹, **PROGRAM**, **HELP**, and **scroll keys** (▼ and ▲). Along with spoken and displayed commands, they guide you through the use of Esi-Dex (page F.2), various programming activities and controlling the volume of your phone's handset and speaker.

Dial tone

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

Basic phone use

Outside calls

To answer (double-ring cadence): Lift the handset or press **SPEAKER**.

To place: Lift the handset or press **SPEAKER**. Then either press an unlit line key or dial **9** (or **8** or **7**) to be assigned an outside dial tone.

To hang up: Replace the handset or — if using the speakerphone — press **SPEAKER**.

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**.

To place: Lift the handset and dial the extension number or press a station key (see "Direct station selection," page E.4).

To hang up: Replace the handset or press **RELEASE** or press the station key again or — if using the speakerphone — press **SPEAKER**.

Shortcut for either outside or internal calls:

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

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

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

Direct station selection

Programming some of the programmable feature keys (see pp. C.2–C.3) as **station keys** will provide direct access to those stations as well as providing lamp information as to their status. The **station keys'** LEDs indicates the status of the station assigned to each key:

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

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

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

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.7).

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 immediately to perform a **blind transfer**.

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

Supervised transfer — announcing the caller to the called person

1. Do **not** hang up (as in "Blind transfer," above); instead, 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 does not 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 immediately to perform a **blind transfer**. 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**), and then dial the telephone number to which you want to transfer.
2. **Don't** hang up; instead, wait until the called person answers.
3. Announce the caller (e. g., "Hello; I've got Bill on the line and I'm transferring him to you now.")
4. Hang up, completing the **supervised transfer**. 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. 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.

Conference calling

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

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

Note: On stations with a 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.11.

To create a **conference call**:

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

Note: Repeat these steps to add a fourth member to the conference.
A total of four members can be in conferences within the system at any one time.

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.8), 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.

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 an ESI phone:

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

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

If you frequently call-forward your phone, you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number. (For more information, see “Programmable feature keys,” pp. C.2–C.3.) The call forwarding key will be solid green to indicate that it is active.

Call waiting

If you have enabled **call waiting** for your station (**PROGRAM 3 1**) and a second call comes in while you are 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 on a 48 or 24-Key Digital Feature Phone, 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.

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

Call waiting display

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

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

| | |
|-------------------------------------|----------------------------|
| →XYZ COMPAN 4:12 SMITH, JOE Ø:31 | 24-Key Feature Phone |
|-------------------------------------|----------------------------|

| | |
|--|----------------------------|
| →XYZ COMPANY SMITH, JOE 4:12 | 48-Key Feature Phone |
|--|----------------------------|

(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:

| | |
|-------------------------------------|----------------------------|
| XYZ COMPAN 4:13 →SMITH, JOE Ø:32 | 24-Key Feature Phone |
|-------------------------------------|----------------------------|

| | |
|---|----------------------------|
| XYZ COMPANY SMITH, JOE Ø:32 | 48-Key Feature Phone |
|---|----------------------------|

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*.

¹ 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.

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 feature¹

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.3). A background announce key must have been programmed at your station by programming code **5 6 9** at a programmable feature key (see pp. C.2–C.3).

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 Phones² — and only if (a.) the called person has allowed call waiting and background announce **and** (b.) the called person is using his/her handset. The background announce key will be green (if these conditions are met), indicating that a background announce can be made.

Hold/exclusive hold operation

The difference between hold and exclusive hold

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

- **Hold³** allows **anyone** on the ESI phone system to retrieve the call. Users connected to outside calls can press **HOLD** to place the call on hold. The system identifies held calls as being in numerically identified lines — *e.g.*, "Line One," "Line Four," etc.
For example, if you need to transfer a call to another station and know the person is in the building but not at his/her desk, you might page him/her to pick up a "call on Line One."
- **Exclusive hold⁴** keeps the call **only** at the station where the user pressed **HOLD**.

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

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

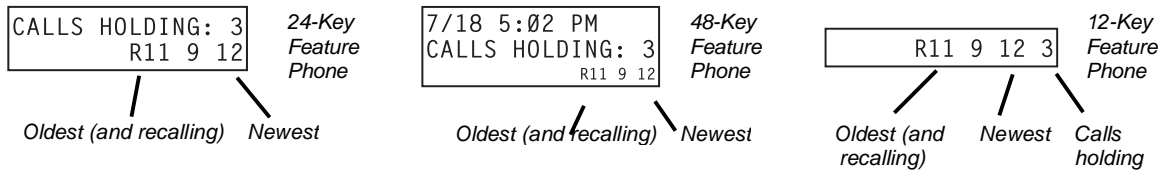
³ On previous ESI systems, this feature was called *park*.

⁴ On previous ESI systems, this feature was called just *hold*.

Hold

To place a call on hold

While on an outside 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 phone system:



To retrieve a held call

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

To retrieve a held call from **any** idle ESI Feature Phone on the system, press **HOLD** and dial the appropriate line number.

Note: If your phone has any line keys programmed (see pp. C.2–C.3), each will **blink red** when a call is on hold on its lines; in such cases, just press that line key to retrieve the held call.

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

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

Exclusive hold

To place a call on exclusive hold

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



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

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 subdued ring. 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.

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 subdued ring from a live outside call).

Operator station

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

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

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

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

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

(This page included for pagination purposes only.)

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*¹ 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

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

| To ... | Press REDIAL ... |
|------------------------------------|---|
| Redial the last number called | When your station is idle ... Or ... After first lifting the handset or pressing SPEAKER |
| Automatically respond to a message | 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.

Note: 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.

¹ A special service your phone company may offer. See your administrator for further details.

Esi-Dex¹

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

| Dex | Source |
|-------------------------------|---|
| Personal Dex | Names you've stored for your use (see "Adding names to your Personal Dex," pp. F.4–F.6) |
| Station Dex | All station, department, and guest mailbox names programmed by the Installer |
| System Dex² | 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 |
| DI AL | Dials the phone number |
| EDI T | 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:

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

2. 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 |

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

| |
|----------------------|
| →J DOE 5559409434 |
|----------------------|

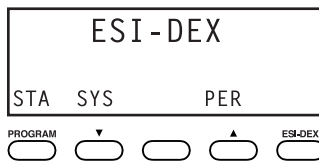
. . . press **ESI-DEX** again to dial the number.

¹ Not available on 12-Key Digital Feature Phone.

² The System Dex is available only if the System Administrator has programmed system-wide speed-dial numbers.

... On the 48-Key Feature Phone

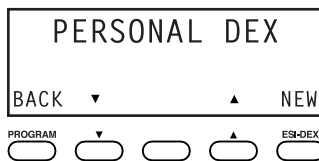
1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



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.

Adding names to your Personal Dex

You can add names to your Personal Dex by using either the **Caller ID method** or the **manual method**. The Caller ID method is the same regardless of whether you're using a 24-Key or 48-Key Feature Phone; however, the manual method is used differently on each phone model.

Caller ID method (on either Feature Phone)

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

| | |
|------------|------|
| J DOE | 3:21 |
| CID STORED | |

24-Key
Feature
Phone

| | |
|------------|------|
| J DOE | 3:21 |
| CID STORED | |
| | |

48-Key
Feature
Phone

Manual method (on the 24-Key Feature Phone)

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

| |
|----------------------|
| ADD-A-NAME NAME : |
|----------------------|

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

| |
|---|
| Note: If needed, press HELP for assistance. |
|---|

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

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

| |
|----------------------------|
| ADD-A-NAME NAME : J DOE |
|----------------------------|

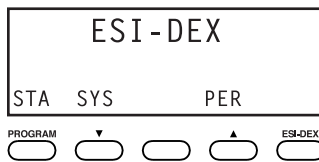
3. Repeat steps 1–2 until the name is complete. The name may contain up to 15 characters (a space is a character, too).
4. Press **#** again when finished entering the name.
5. Now, enter the **number** — including the line access code (**9**, **8** or **7**).

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

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

Manual method (on the 48-Key Feature Phone)

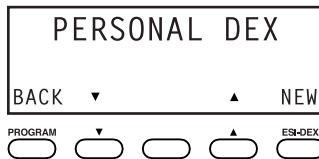
1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



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:

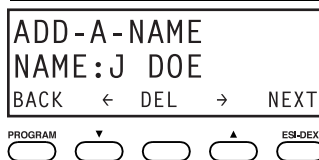


3. Press **NEW**.

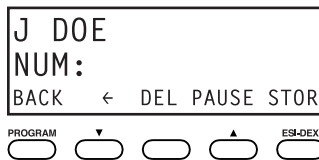


4. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.
5. When the desired character appears, press **#** to confirm its entry. The cursor will move to the next character position.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



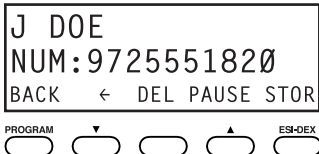
6. Repeat steps 4–5 until the name is complete. The name may contain up to 15 characters (a space is a character, too).
7. Press **NEXT** when finished entering the name. You will see the display for entering the **number** that goes with the name you entered.



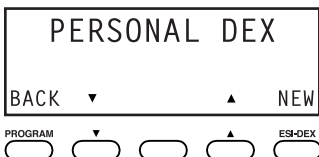
(Continued)

- 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 |

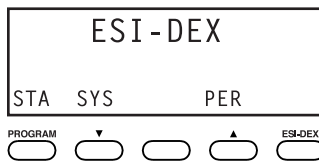
- When the desired name and number appears ...



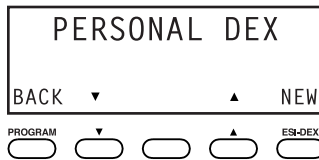
... delete the entry by pressing either * or **HOLD**.

... 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.



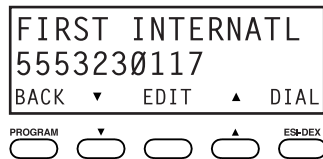
3. Select the desired name from the selected Dex, using one of two methods.

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 (D E F)**. 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.¹ 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.

PERSONAL DEX

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

WALTON AND SONS
 9095551020

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

XYZ COMPANY
 3185559421

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

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

... On the 48-Key Feature Phone

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

ESI-DEX
 STA SYS PER
PROGRAM ▼ ○ ▲ ESI-DEX

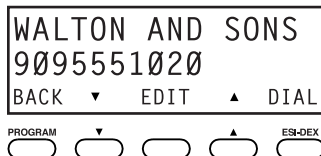
2. Press **PER** to select the Personal Dex.

PERSONAL DEX
 BACK ▼ ▲ NEW
PROGRAM ▼ ○ ▲ ESI-DEX

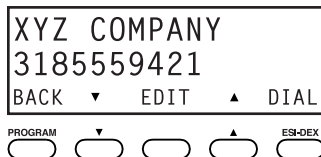
(Continued)

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

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 ring¹

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 key² 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 F.12), a preprogrammed 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.³

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.10) that may have been set for your station.

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

² See "Programmable feature keys," pages C.2–C.3, for full details.

³ 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)

Message monitor mode¹, also known as **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 MUTE/DND | Temporarily mutes your speaker (the system continues to record the message to your mailbox) |

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

Personal greeting reminder

If you frequently change your **personal greeting**, use this option; it sets your station to remind you of your current greeting. The first time you use your phone after it has been idle (for the period you set in this function), the system automatically plays your current greeting (and gives you the option to change it). The range is 0 (no reminder) to 500 hours. To set this, press **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 the upcoming 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 your phone with a **headset** connected to either the 48-Key Feature Phone's built-in headset jack² or the handset jack on other ESI Feature Phones.

Note: On a Generation I system,³ you must have a headset key¹ programmed as one of your programmable feature keys (see "Other feature keys," page C.2) that you'll use to connect or disconnect from a call. The key will **blink** green when a call is ringing and **glow** green when connected. You turn headset mode on or off in user programming (**PROGRAM 3 3**). If you turn off headset mode while the headset key is glowing green (*i.e.*, in use), the phone will stay off-hook until you again turn on headset mode.

Outside dial tone preference

If you make mostly outside calls, you may find this setting helpful. It tells your station to connect automatically to an available outside line; *i.e.*, you don't have to dial **9** (or **8** or **7**) before the phone number. Therefore, when you lift the handset or press **SPEAKER**, you will immediately receive an outside dial tone from the highest-numbered line available to you.⁴

Note: 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.

¹ Not available on a 12-Key Digital Feature Phone.

² If phone was shipped after March 1, 2004.

³ If unsure which system you have, consult your System Administrator.

⁴ This aspect (*i.e.*, that it's always the highest line available to you) can't be changed.

Line keys

If some of your programmable feature keys have been programmed as line keys (or you can program line keys 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 |
|------------------------------|-----------------------------|
| Solid red | In use |
| Solid green | Connected to your station |
| Blinking red | Ringling at another station |
| Blinking green | Ringling at your station |
| Slowly blinking red | On hold by another station |
| Slowly blinking green | Held by you |

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

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.¹

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.

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).

- **Other feature keys** — If you enter one of the following feature codes, 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; consult your System Administrator for your access.

| Code(s) | Key usage |
|--------------------|------------------------------|
| 199 | Overhead page |
| 560 | Day/night mode |
| 564 | Headset |
| 565 | Call forward |
| 565YYY | Call forward to an extension |
| 568 | Message monitor |
| 569 | Background announce |
| 570 | Conference |
| 571 | Personal Greeting 1 |
| 572 | Personal Greeting 2 |
| 573 | Personal Greeting 3 |
| 575 and 576 | Virtual Answer |
| 578 | Mute/DND |
| 579 | Voice Mail |
| 580 | Override ring |

Note: Gray-shaded items are the **only** key codes available for the 12-Key Digital Feature Phone.

¹ This feature may not be available on your system, depending on how it has been programmed. If you wish to enable this feature on your phone system, contact your System Administrator.

Manual day/night mode (Code 560)

The system's main greeting can be manually changed using a programmable feature key. Each time the key is pressed, the display switches among the following: *DAY*, *NGT*, *HDAY*, or *AUTO*.¹

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.

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

Headset key (Code 564)

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)

If you frequently call-forward your phone (see "Call forwarding," page E.7), 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.

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.8) to the station's earpiece (if the station user has enabled the background announce feature). Hold down the key until you hear a beep, then begin talking; release the key when finished.

Personal greeting key (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.

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

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 do not 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."

VOICE MAIL (Code 579)

Serves as a **VOICE MAIL** key on 12-Key Feature Phones.

Override ring (Code 580)

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

(This page included for pagination purposes only.)

Analog stations

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

Tip: To use a cordless phone in conjunction with an ESI Feature Phone, program a programmable feature key (**565**) 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 calls not sent to the mailbox associated with your ESI Feature Phone.

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).

Placing calls

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

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.

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

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 phone 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

If you have enabled call waiting for your station (*** XXX 5 3**, where **xxx** represents your extension number), you will 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 callers on hold for retrieval from **any** station within the ESI phone 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).

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 phone 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 phone 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.

Examples

Sample greeting 1: *"Hi, this is Bill, I'm away from my desk or on the phone, dial zero for the operator, or leave me a detailed message at the tone and I'll respond to it promptly."*

Sample greeting 2: *"Hi, this is Bill, I'm out of the office, dial 122 for my assistant, leave me a message at the tone, I'll be checking in regularly."*

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."*

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

| Option | Instruction |
|------------|---|
| 0 | To reach the operator |
| 1 | To skip directly to the record tone |
| 8 | To the main greeting (if your system is using the built-in auto attendant) |
| XXX | [An extension number of another user] |

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 messages" and then internal dial tone whenever you lift the handset to place a call. You can choose to retrieve your messages then or place the call.

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, at the Main Greeting, press * and input your extension number or have the operator transfer you by pressing **VOICE MAIL**, *, and inputting your extension number.
2. If required, input your password. the ESI phone 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.

Note: If, while picking up messages, you receive a call waiting tone, hang up, lift the handset and you will be connected to the waiting call. If you hang up during the playback of a message, the message will be saved.

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," on the next page) you can proceed more rapidly by pressing one of the following keys any time during the message or during a prompt.

Functions available during analog station voice mail message retrieval

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

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

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.4).

Analog station programming

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

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 at least there is once again at least one greeting.

3 Hear current personal greeting

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 phone 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-premise delivery or to activate your pager will turn the feature on or off, respectively.

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.

Message Recycle Bin (un-delete)

Each user's most recently deleted messages (10 on a 30-hour system, five on a two-hour system¹) 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.

¹ If unsure of your system's capacity, consult your System Administrator.

Index

- ▼/▲ keys. *See* Volume/scroll keys
- 12-Key Digital Feature Phone, A.5
- 24-Key Digital Feature Phone, A.4
- Analog stations
 - Off-premises delivery, G.7
 - Programming, G.6
 - Voice mail operations from, G.3
- Attendant operation, E.11
- Background announce, E.8
- Background announce key, F.12
- Basic phone use, E.3
- Blind transfer, E.4, E.5
- Broadcast mailbox, D.9
- Call forward key, F.12
- Call forwarding, E.7
- Call pick-up, E.10
- Call waiting, E.7
 - Background announce, E.8
 - Station-to-station, E.8
- Caller ID, E.1
- Cascade paging mailbox programming, D.10
- Conference calling, E.6
- Console, A.3
- Day/night mode, F.12
- Dial tone, E.3
 - Preference, F.10
- Direct station select, E.4
- DSS. *See* Direct station select
- Esi-Dex, F.2
 - Personal Dex
 - Adding names, F.4
 - Deleting names, F.6
 - System speed dialing, F.9
- Exclusive hold. *See* Hold
- Fixed feature keys, E.1
- FLASH** key, F.1
- Guest mailboxes
 - Programming, D.8
- Hands-free answer, E.2
- Headset key, F.12
- Headset operation, F.10
- Hold, E.8
 - Difference between hold and exclusive hold, E.8
 - Exclusive hold, E.9
 - Retrieving a call, E.10
 - Retrieving a held call, E.9
- Internal calls, E.3
- Leaving messages, D.2
- LEDs, E.2
- Line keys, F.11
- Live call screening (Message monitor mode), F.10
- Live outside calls, E.11
- Live recording, D.6
- Manual day/night mode, F.12
- Message light. *See* Status Indicator Lamp
- Message monitor key, F.12
- Message monitor mode (live call screening), F.10
- Message Recycle Bin (un-delete), C.5, D.7
- Message retrieval, D.3
 - Off-premises delivery, D.6, D.7
 - Message(s) waiting, D.3
- MUTE/DND** key, E.3
- Off-premises delivery, D.6, G.7
- Operator station, E.11
- Optional features, F.11
- Outside calls, E.3
 - Blind transfer, E.4, E.5
 - Supervised transfer, E.4, E.5
 - Transferring, E.4
- Outside dial tone preference. *See* Dial tone
- Paging, internal, E.10
 - Overhead paging port (199), E.10, G.3
 - Paging through phones, E.10
 - Zones, E.10
- Password, C.4
- Personal Dex. *See* Esi-Dex
- Personal greeting, F.10
 - Reminder, F.10
- Personal greeting key, F.12
- Personal greetings, D.1, G.3
- Phone use
 - Basic, E.3
- Playback of recordings. *See* Live recording
- Programmable feature keys, C.2, E.1
- Programming
 - Cascade paging mailboxes, D.10
- Quick Groups, D.2, D.10
- Quick Move, D.6
- RECORD** key, D.6
- REDIAL** key, F.1
- RELEASE** key, F.1
- Retrieving messages, D.3, D.5, D.7
- Ring tone, C.4
- Ring volume, C.4
- Scroll keys. *See* Volume/scroll keys
- SPEAKER** key, E.2
- Speed-dial keys, C.2
- Station keys, C.2
- Station options, C.3
 - Station audibles, C.4
 - Ring tone, C.4
 - Ring volume, C.4
- Status Indicator Lamp, D.8
- Supervised transfer, E.4, E.5
- Transferring an outside call, E.4
- Un-delete. *See* Message Recycle Bin
- User programming
 - Exiting programming mode, C.1
 - Programmable feature keys, C.2
 - Select personal greeting, C.2
- Virtual answer keys, F.13
- Voice mail, E.5
- VOICE MAIL** key, D.1
- Voice mail operation, D.1
- Volume/scroll keys, E.2
 - Special characters, C.5



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