ESI Feature Phone

User's Guide

FOR **IVX**® **C-Class**
WITH **Integrated Answering Machine**

0450-0483
Rev. A

/esi)

We Make It Easy To Communicate

Visit **http://www.esiusers.com** *for up-to-date help.*

About ESI

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

Table of contents

(This page included for pagination purposes only.)

Introduction

Accessing the rich ESI feature set is simple and easy through the straightforward design of ESI's Feature Phones. Each feature has been designed for ease of use while providing capabilities needed in an advanced business phone. As for the IVX C-Class phone system itself, its Integrated Answering Machine functions like a traditional answering machine but with additional, special features.

You will be able to learn many of the features by simply using your phone; and this *IVX C-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

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

How it's arranged

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

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.
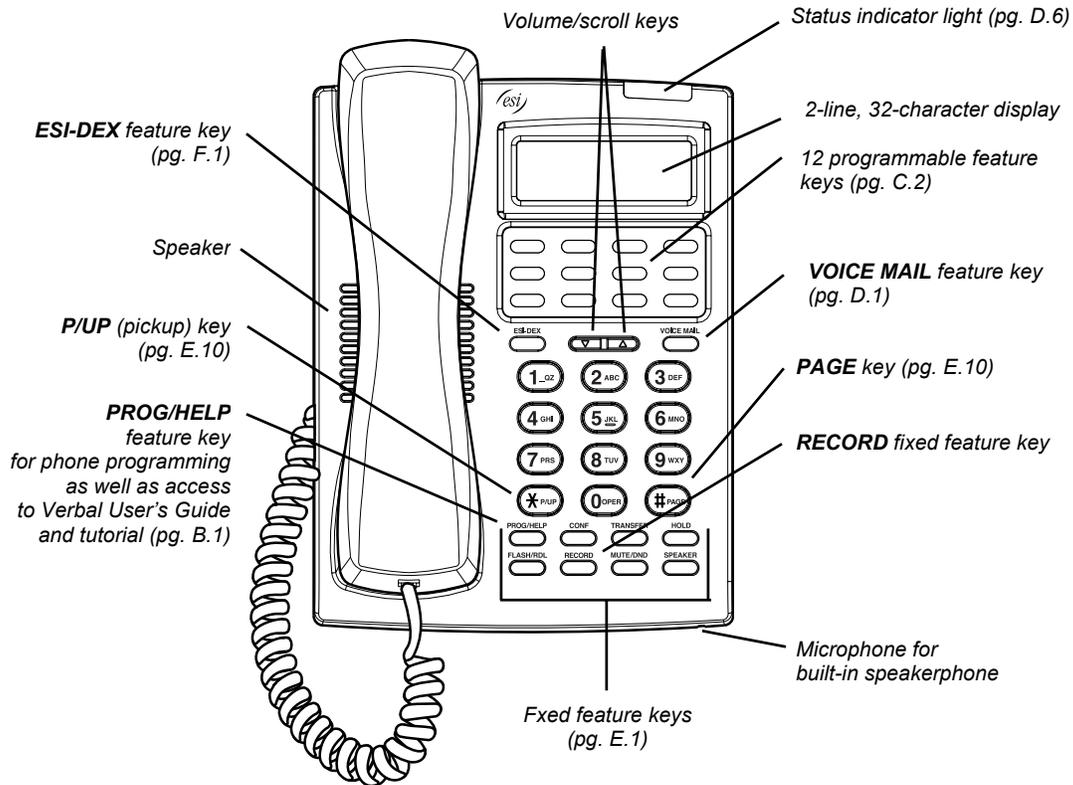
Volume/scroll keys

Status indicator light (pg. D.6)

ESI-DEX *feature key (pg. F.1)*

2-line, 32-character display

12 programmable feature keys (pg. C.2)

Speaker

VOICE MAIL *feature key (pg. D.1)*

P/UP *(pickup) key (pg. E.10)*

PAGE *key (pg. E.10)*

PROG/HELP *feature key for phone programming as well as access to Verbal User's Guide and tutorial (pg. B.1)*

RECORD *fixed feature key*

Microphone for built-in speakerphone

Fxed feature keys (pg. E.1)

| **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. |

12-Key Feature Phone

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

Volume/scroll keys

1-line, 16-character display

Speaker

9 programmable feature keys

P/UP (pickup) key (pg. E.10)

PAGE key (pg. E.10)

PROG/HELP feature key for phone programming as well as access to Verbal User's Guide and tutorial (pg. B.1)

Fxed feature keys (pg. E.1)
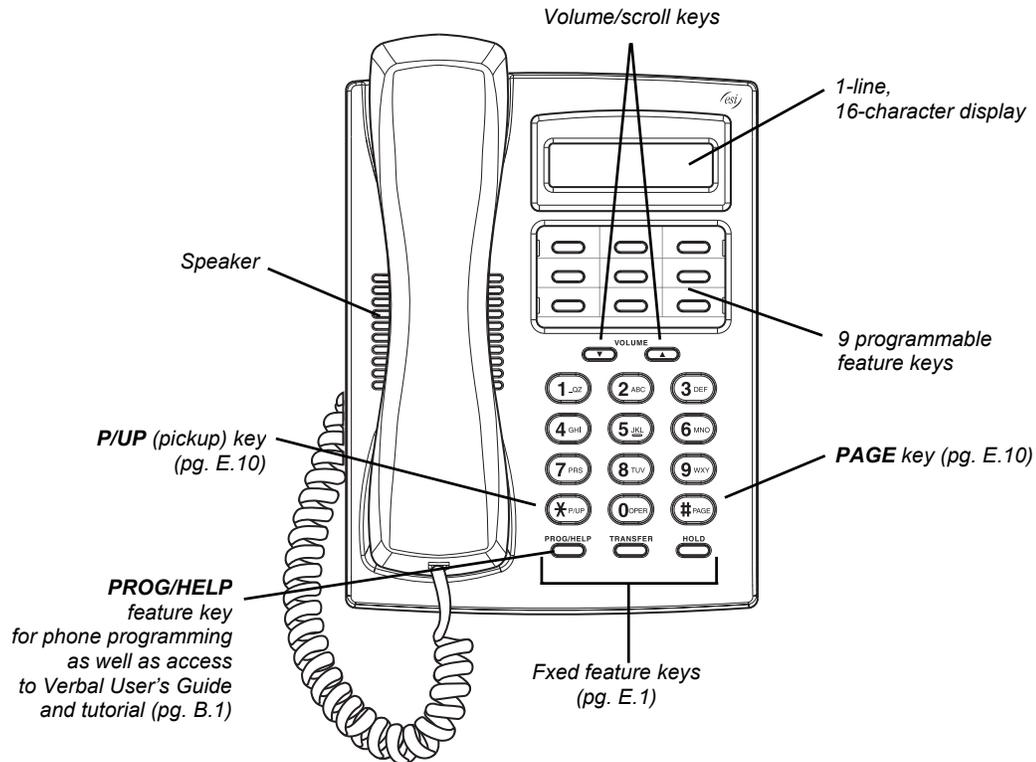
Notes: The following features are not available on the 12-Key Feature Phone.
− Certain special features; see page F.6.
− Esi-Dex.

A **mailbox** 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.

Connecting your ESI phone

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

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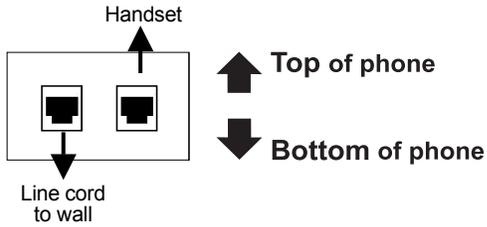
12-Key Feature Phone
24-Key Feature Phone

• Connects like a basic phone.

• Handset plugs into right-side jack.

• Line cord plugs into left-side jack.

Help mode (Verbal User Guide)

Your ESI phone system's **Help mode** (also called the **Verbal User 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 **PROG/HELP**, and then follow the spoken Help menu to:

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

Help during station programming

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

Help during a call

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

While you are either in Help mode or programming your phone, your station will be temporarily placed in DND (see "**MUTE/DND,**" page E.2). Anyone calling your station while you are in DND will be forwarded to the Integrated Answering Machine.

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

The answering machine can record up to two simultaneous calls. When a message is left, a key will light up: on a 24-Key Feature Phone, it'll be the **VOICE MAIL** key; on a 12-Key Feature Phone, it'll be a programmable feature key (see "Programmable feature keys," p. C.2) programmed for Mailbox 501. Messages can be retrieved by any authorized 12 or 24-Key Feature Phone or remotely from an off-premises location. Only one user can access the mailbox at a time. The system can also be programmed to call an off-premises number to deliver messages.

The first member in the list is allowed to program the Integrated Answering Machine via the **PROG/HELP** key. This station is designated as the **Master Station**. All other users can only play and delete messages. Either a 24- or 12-Key Feature Phone can be installed on an extension in the **member list**. However, a 24-Key Feature Phone must be on the extension designated as the Master Station.

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 (see "User programming menu," *below*), you can quickly set any frequently used feature.

Programming help

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

Exiting programming mode

To exit programming mode, simply hang up.

User programming menu

Overview

> **Note:** Only the menu options 2, 3, and 4 (except for Personal greeting reminder) are available to non-Master users.

1 Select personal greeting
   1 Record
   2 Delete
   3 Hear

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

3 Station options
   1 Call waiting/background announce
   2 Personal greeting reminder
   3 Headset operation
   4 Outside dial tone preference
   5 Hands-free answer
   6 Message monitor

4 Station audibles
   1 Station ring tone
   2 Station ring volume
   3 Message ring

5 Password
   1 Enter
   2 Delete
   3 Hear
   4 Security level

6 External message notification
   1 Delivery options
   2 Phone delivery
   3 Pager notification

9 Message Recycle Bin

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

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: The mailbox is disabled if no greeting exists. **Never** delete **all** of the existing greetings **before** you record at least one **new** one.

3 Hear current personal greeting

2 Programmable feature keys

There are two methods for programming your phone:

- **Direct programming** — Select the key you want to program, and hold it down for at least two seconds. This not only initiates programming but also lets you immediately program that specific key.

- **Traditional programming** — Press **PROG/HELP**. The Verbal User Guide will speak to you, walking you through the full menu, during which you can choose the appropriate option.

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

How the programmable feature keys can be set

- **Line keys** — 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 (100–123)
  - Department numbers (290–299)
  - 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 your System Administrator for your access (see page F.6).

Keys' LED activity during programming

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

1   Call waiting/Background announce

See page E.7 for call waiting and page E.8 for background announce.

2   Greeting reminder (Master station only)

See page F.5.

3   Headset operation[1]

See page F.5.

4   Outside dial tone preference

See page F.5.

5   Hands-free answer

See page E.2.

6   Message monitor

See page F.4.

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

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[1]   Not available on the 12-Key Feature Phone.

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

(Continued)

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. Use the down arrow key (▼) to backspace. Press **# #** to complete the entry.

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

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. Use the down arrow key (▼) to backspace. Press **# #** to complete the entry.

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

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)

The 10 most recently deleted messages will be played first. Press **9** to move to the next message. Press **8** to restore the message to Mailbox 501 as an old message.

(This page included for pagination purposes only.)

Integrated Answering Machine 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 voice mail features.

Warning:	On stations with a 12-Key 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 the mailbox, the phone system will announce that the mailbox is disabled). Program **579** on a programmable feature key to enable the mailbox.

Greetings

Note:	Greetings are for use by only the Master Station.

Initially, the mailbox has a generic **greeting**: "*You have reached mailbox 501. Dial **0** to reach the operator or begin recording at the tone.*" You can record up to three different greetings in your own voice indicating your availability to return calls. Also, you can change any greeting as often as necessary, by just recording over a previously recorded greeting.

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

Examples

Sample greeting 1:	*Hello; thank you for calling [company name]. We are currently assisting other customers. Please dial zero to reach our operator or leave your name, number, and message at the tone, and we will get back to you as soon as we can.*
Sample greeting 2:	*Hello; thank you for calling [company name]. We are currently out of the office. To attempt to reach our mobile phone, please press four now. Otherwise leave your name, number, and message at the tone, and we will get back to you as soon as we can.*
Sample greeting 3:	*Hello; thank you for calling [company name]. We are currently out of the office. Please leave your name, number, and message at the tone, and we will get back to you as soon as we can.*

Depending on your company's preferences, you **may** wish to include one or more of these options in your 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.2)
XXX	An extension number of another user

Note:	Option 4 is available only when Greeting 2 has been recorded (see "Off-premises 'reach-me,'" page D.2).

Greeting keys

You can program a programmable feature key as a **greeting key** for any one of the three greetings (see page F.7). Once created, this shortcut can then be used to activate the associated greeting (the key's LED will glow green and the greeting played as confirmation).

> **Note:** On a 24-Key Feature Phone, press **RECORD** while the confirmation is playing and follow the prompts to record the greeting. Otherwise, listen to the greeting to the end and follow the prompts.

Leaving messages . . .

If you call another station that is DND, busy, or does not answer, you will be transferred to the mailbox. You can skip the greeting by pressing **1**; this takes you directly to the record tone.

. . . directly in the mailbox

The procedure for going directly to the mailbox without ringing an extension depends upon whether you have the mailbox (501) set as one of your station keys:

• If you do, press **VOICE MAIL** and then the MB 501 station key.

• If you don't, press **VOICE MAIL** and **TRANSFER** and then dial the mailbox number (501)

Either will connect you directly to the mailbox greeting.

Off-premises "reach me"

After a caller has been forwarded to the mailbox and is listening to the 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 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" (**PROG/HELP 6 2** — see page C.4). If that number doesn't answer, the caller is returned to the 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 the mailbox to play greeting 2.

Sample 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 Feature Phone displays only the date and time.

```
10/12 11:09 AM
NEW  3  OLD  1
```
24-Key Feature Phone

> **Note:** Message status (shown in the example above as *NEW 3 OLD 1*) appears only when new messages exist.

Retrieving voice mail messages from the mailbox

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

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," *below*). Once you've learned these prompts, you can proceed more rapidly by pressing one of the appropriate keys any time during a message or during a prompt.

> **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.

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
4	**Back up (rewind)**	• If pressed **during** message playback, rewinds 4 seconds for each key-press. • If pressed **after** the playback has finished, returns to beginning of message.
7	**Delete**	Deletes the message from the mailbox (see "Message Recycle Bin," page D.6).
9	**Save**	Saves the message (it will play as an old message the next time you retrieve messages).
FLASH/RDL	**Auto-callback**	Exits your mailbox without erasing the message, and then automatically dials the number.[1] *(Not available from an analog phone or off-premises location.)*
ESI-DEX	**Store**	If Caller ID is present, saves to your Personal Dex for later use. *(Not available from a 12-Key Feature Phone, an analog phone, or a off-premises location.)*

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

Retrieving messages from an off-premises location

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

To retrieve a message from a remote location:

1. Dial into the system.
2. When the operator or another user answers your call, have them transfer you by pressing **VOICE MAIL** and hanging up. You will hear the mailbox greeting. Press **8 #** to hear the messages.
3. If no one answers and the mailbox greeting plays, press **8 #** to hear the messages.
4. If required, enter your password.
5. 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.

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. **Note:** Fast forward is not available from a remote location.
7	**Delete**	Deletes the current message.
9	**Save**	Saves the current message as **Old**.
0	**Operator**	Transfers you to the operator.
✶	**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).

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 the voice mailbox receives a message. You can set the phone number (cell phone, home number, another extension, etc.), a **delay time** (the period that the system is to wait before attempting to deliver the message), or the pager number.

The administrator can also set for your station the:

• Number to be called or paged

• Delay period

• Number of attempts

• Interval between attempts (in increments of 30 minutes)

• "Quiet period" which suspends message delivery for late night, etc.

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

• Phone-only

• Pager-only

• No off-premises delivery

Message delivery

. . . To a phone

Whenever the 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 the mailbox and can proceed with normal remote operation (see "Retrieving voice mail messages from an off-premises location," page D.4).

. . . To an external pager

You can have the system call and activate your external pager whenever the first new message is left in the 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 pager[1] will toggle the feature on or off.

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[1] If pager notification was enabled as described.

Message Recycle Bin (un-delete)

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

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

Status Indicator lamp

The red **status indicator lamp**, located at the top of the 24-Key Feature Phone, 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 they are 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.

ESI Feature Phone operation

Display

When your phone (or **station**) is not in use, the **display** will show the current date and time, activated features such as DND (do not disturb; see "**MUTE/DND**," page E.2) and monitor mode, and — on a 24–Key Feature Phone — the system's current line usage. A 12-Key Feature Phone does not display line usage.

Each block on the bottom line of the display will represent an individual line (as in the example, *right)*. Incoming calls usually are assigned beginning with Line 1 at the far-left line indicator. Outgoing calls are assigned from the highest numbered line beginning at the far right.

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

24-Key Feature Phone

```
3/10 4:59 PM
```

■ Line in use
☐ Available line

Caller ID

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

Keys

Programmable feature keys

The **programmable feature keys** at the top of the Feature Phone — 12 on the 24-Key, and nine on the 12-Key — have been pre-programmed by the installer. You may wish to add to or change some of these keys to perform different functions explained throughout this manual. Press **PROG/HELP** to verify current settings (see page C.1).

> **Note:** Key codes for **VOICE MAIL**, **CONFERENCE**, and **MUTE/DND** for a 12-Key Feature Phone must be programmed on a programmable feature key to use these functions. See page F.6.

Fixed-feature keys

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

> **Note:** The fixed keys on the 24-Key Feature Phone vary from those on the 12-Key Feature Phone. The 12-Key Feature Phone's programmable feature keys can be set for certain optional features (described on page F.6) that come as fixed-feature keys on the 24-Key Feature Phone.

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

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.6.)

SPEAKER key and speakerphone operation

> **Note:** The 12-Key Feature Phone has neither a **SPEAKER** key nor speakerphone. It does have a speaker, but this is useful only for on-hook dialing; when the called person answers, you must pick up the handset to speak to him/her.

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

Hands-free answer (internal calls only)

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

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

Volume/scroll keys

The two smaller keys just above the dial pad labeled ▼ and ▲ 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**.

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 Feature Phone, a programmable feature key must be set to **5 7 8** for **MUTE/DND** capability. For more information, see page F.6.

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], **PROG/HELP**, and **scroll keys** (▼ and ▲). Along with spoken and displayed commands, they guide you through the use of Esi-Dex (page F.1), 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

> **Note:** References to the **SPEAKER** key and speakerphone apply to only the 24-Key Feature Phone, not the 12-Key Feature Phone (which lacks both items).

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 select," p. 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 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 System Administrator.

Direct station selection

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

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

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 to the Integrated Answering Machine.

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 have 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 the mailbox

1. Press **VOICE MAIL** and the appropriate station key programmed for **501** — or, if your phone has no station key programmed for this destination, press **VOICE MAIL** and **TRANSFER**, and then dial **5 0 1**.
2. You and the caller will be connected to the mailbox greeting. Hang up immediately.

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

Conference calling

> **Note:** On stations with a 12-Key Feature Phone, a programmable feature key must be set to **570** in order to initiate a conference call. For more information, see page F.6.

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 to the mailbox when your station is busy or does not answer. In addition, you can temporarily call-forward all of your calls to another station or the Integrated Answering Machine.

On an ESI phone:

1. Dial **5 6 5.**
2. Dial the extension number (or **VOICE MAIL 5 0 1** for the mailbox) 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 go to the 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," p. C.2.) 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 (**PROG/HELP 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 the mailbox (or other destination set by the Installer).

To **toggle between** the two calls on a 24-Key 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 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

(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

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

Station-to-station call waiting

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

---

[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.

Background announce feature

During call waiting, you can also make a brief, private **background announcement**[1] 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.2).

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

2. Release the key when you are finished speaking.

Note: The background announce feature works only between ESI Feature Phones[2] — 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:

• **Hold**[3] 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 hold**[4] keeps the call **only** at the station where the user pressed **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:


```
CALLS HOLDING: 3         24-Key                              12-Key
          R11 9 12       Feature            R11 9 12 3       Feature
                         Phone                               Phone
```

Oldest (and recalling)   *Newest*   *Oldest (and*   *Newest*   *Calls*
                                          recalling)   *holding*

---
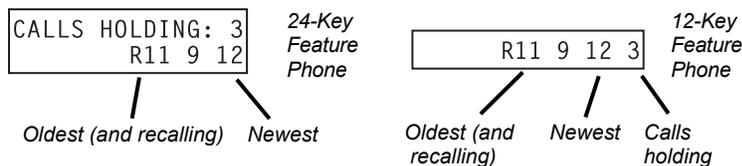
[1] Not available on the 12-Key Feature Phone
[2] *I.e.*, non-ESI analog phones on the system can neither send nor receive background announcements.
[3] On previous ESI systems, this feature was called *park*.
[4] On previous ESI systems, this feature was called just *hold*.

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 p. C.2), 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.

A call that is not retrieved from hold will be transferred to the Integrated Answering Machine.

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 . . .

`EXCLUSIVE HOLD`	*12-Key Feature Phone*

`→JOES PLUMBING` `  EXCLUSIVE HOLD`	*24-Key Feature Phone*

. . . 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.

To retrieve a call from exclusive hold

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

(a.) From a phone idle state, press **HOLD** for at least one full second.

(b.) Press the blinking programmable feature key (see p. C.2) that you know is pre-programmed for that outside line. This will reconnect you immediately to the call.

(c.) Press **HOLD** briefly and dial the appropriate outside line number. **Only** the ESI Feature Phone where the call was placed on exclusive hold will display an "E" next to the line (identified by number) on which the call is holding. (That line number won't appear on the hold display on any other ESI Feature Phone, because no other Feature Phone can retrieve that call.) In the example below, the Feature Phone has a call on exclusive hold on line 9.

`HOLD RECALL`	*12-Key Feature Phone*

`7/18 3:24 PM` `HOLD RECALL: E18`	*24-Key Feature Phone*

Paging

Your ESI phone system can be programmed to allow **paging** through an **overhead paging system** and/or paging through some or all of the system's Feature Phone speakers.

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. If you frequently page, assign **1 9 9** to a programmable feature key (see pp. C.2–C.2).

Paging through phones

Press **PAGE** to page through all of the ESI Feature Phone speakers. The Installer may have added an overhead page system to the page zone.

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

To page for pickup of an outside call

To page someone to pick up an outside call:

1. Place the call on hold by pressing **HOLD**.

2. Verify the line number from the display.

3. Page the person and announce the hold location for retrieval. For example:
"Sarah, you have a call on Line Two — Sarah, Line Two, please."

Call pickup

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

During **night mode** (see page F.7), if a night bell is in use instead of the night greeting, press **PICK UP 0** to access the ringing outside call.

Optional feature

Operator station

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

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 or NGT*. If you select *DAY* (day mode) or *NGT* (night mode), the system will operate in the selected mode until you manually change it again.

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.

Esi-Dex

Esi-Dex[2] ("easy Dex") is a powerful feature that lets you access and auto-dial stored names and numbers. You may access names and numbers from as many as four different *Dexes* (*i.e., indexes*):

Dex	Source
Personal Dex	Names you've stored for your use (see "Adding names to your Personal Dex," F.2)
Station Dex	All station names programmed by the Installer
System Dex[3]	All system speed-dial names set up by the System Administrator

---

[1] A special service your phone company may offer. See your System Administrator for further details.
[2] Not available on 12-Key Feature Phone.
[3] The System Dex is available only if the System Administrator has programmed system-wide speed-dial numbers.

Auto-dialing using Esi-Dex

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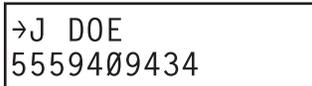
. . . press **ESI-DEX** again to dial the number.

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.**

Caller ID method

Whenever a Caller ID name appears on your phone's display while you're talking on an incoming call or retrieving a message, press **ESI-DEX** to automatically store the name and number in your Personal Dex. The display confirms:

```
J DOE         3:21
   CID STORED
```

Manual method

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

```
ADD-A-NAME
NAME:
```

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

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

1. To enter each character for the **name**, press the dial pad 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 *B*, press **2** twice (the possible options through which to scroll are *A, B, C* and *2).* When *B* 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).

(Continued)

4. Press # again when finished entering the name.

5. Now, enter the **number** — including the line access code **9** (or **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.

Deleting names from your Personal Dex

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

```
PERSONAL DEX
```

2. Choose the desired name from the 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 . . .

```
FIRST INTERNATL
5553230117
```

. . . 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 the 24-Key ESI 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.

---

[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.

System speed-dialing with Esi-Dex

If your administrator has programmed system speed-dial numbers, you can access one of these numbers **either** via Esi-Dex, as explained in the foregoing discussion, **or** auto-dial it by dialing its corresponding three-digit access number (in the range *600–699)*.

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

Override ring

The **override ring** feature[1] lets you place a call — station-to-station or outside line — or leave a voice message when **another** call is ringing.

Placing a call using the override ring feature

First, program a feature key[2] 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.7), 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.5) that may have been set for your station.

Message monitor mode (live call screening)

Message monitor mode[1], also known as **live call screening,** lets you hear a caller leaving a message in the mailbox, just as with your home answering machine. You turn this feature on or off as part of user programming — **PROG/HELP 3 6**. While you hear the caller through your speaker, you have the following options:

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

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

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[1] Not available on the 12-Key Feature Phone.
[2] See "Programmable feature keys," pages C.2–C.2, for full details.
[3] The override ring feature has no effect on calls ringing in from a hold recall or a queued line.

Greeting reminder

If you frequently change the **greeting,** use this option; it sets the mailbox to remind you of the 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 the current greeting (and gives you the option to change it). The range is 0 (no reminder) to 500 hours. To set this, press **PROG/HELP 3 2**.

> **Example:** If you change the greeting only when out of town for a few days, set the reminder interval to 60 hours; you'll be reminded if the mailbox 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 a 24-Key Feature Phone with a **headset** connected to the handset jack. You must have a headset key 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 as part of user programming (**PROG/HELP 3 3**).

Outside dial tone preference

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

> **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.

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[1] 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 **PROG/HELP 2**), press an unlit key to access the line. An outside call transferred to your station can be answered by simply lifting the handset or pressing **SPEAKER**. You do not have to press the line key. The LED indications for the line keys are:

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

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.

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 or NGT*.

> **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.5). 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.6), 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.

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 the mailbox, (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:

> *"Thank you for calling XYZ Company. The extension you called is currently busy, but we'd really like to take your call. Please hold and we'll be with you shortly. However, if you don't wish to wait on hold, press **1** to leave us a voice message. You may also either dial another extension or press **0** to reach the Operator."*

> *"Thank you for calling XYZ Company. The extension you called is currently busy, but we have been notified of your call. We're now 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."*

QuickPage (Code 577)

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

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.4.

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

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 (**5 6 5**) 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.

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 the mailbox

To transfer an outside caller to the mailbox, FLASH and dial **# 5 0 1**. You and the caller will be connected to that mailbox greeting. You may choose to hang up immediately or listen to a portion of the greeting. 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 greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

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[1] If you're not sure about the installation of your station, contact your System Administrator.

Call forwarding

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

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 the 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). If a call placed on hold is not retrieved it will be forwarded to the Integrated Answering Machine.

Paging

This function allows for paging through an overhead paging system and/or designated available telephone speakers.
Press **#** to access all available stations.

> **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.

Greetings

Note: Only the Master Station may set greetings.

Initially, the mailbox has a generic greeting: "*You have reached mailbox 501, dial zero to reach the operator or begin recording at the tone.*" You can record up to three different greetings in your own voice indicating your availability to return calls.

Examples:

Sample greeting 1:	*Hello, thank you for calling [company name]. We are currently assisting other customers. Please dial zero to reach our operator or leave your name, number, and message at the tone and we will get back to you as soon as we can.*
Sample greeting 2:	*Hello, thank you for calling [company name]. We are currently out of the office. To attempt to reach our mobile phone, please press four now. Otherwise leave your name, number, and message at the tone and we will get back to you as soon as we can.*
Sample greeting 3:	*Hello, thank you for calling [company name]. We are currently out of the office. Please leave your name, number, and message at the tone and we will get back to you as soon as we can.*

You **may** wish to include one or more of these options in your greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
XXX	An extension number of another user

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

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

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

Message waiting indication

If there are 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 the messages 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 dial ✱**501**.
2. If calling from outside, when the operator or another user answers your call, have them transfer you by pressing **VOICE MAIL** and hanging up.
3. You will hear the mailbox greeting. Press **8** to hear the messages.
4. If required, enter your password.
5. 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.

> **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," *below*) 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.3).

Key	Function	Description
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.
7	**Delete**	Deletes the message from the mailbox (see "Message Recycle Bin," page D.6).
9	**Save**	Saves the message (it will be played as an old message the next time messages are picked up).
0	**Operator**	Transfers you to the operator.
✱	**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 ✱ **5 0 1**. Follow the procedures described in "Retrieving messages," *above*.

Analog station programming

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

Select greeting

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

1   Record greeting

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

> **Note:**   The mailbox will be disabled if no greeting exists.

2   Delete 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 the mailbox until at least there is once again at least one greeting.

3   Hear current greeting

Password

The password will apply to station programming, message 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 the 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 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 the 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 the 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

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:** Inputting 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)

The Integrated Answering Machine's 10 most recently deleted messages will be stored in a **Message Recycle Bin** to allow the Master Station 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 the mailbox as an old message.

(This page included for pagination purposes only.)

Index

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