Programming your phone

Setting your phone preferences
Press PROG/HELP to access programming, and then select from the menu choices. During any programming step, you can press PROG/HELP for a detailed description of the feature.

- Help
- How to use the phone
- How to use voice mail
- Phone features
- User tutorial

Select personal greeting
- Record
- Delete
- Hear
- Security level

Programmable feature keys
- Station audibles
- Station ring tone
- Station ring volume
- Message ring
- Password
- 1
- 2
- 3

Station options
- 1
- 2
- 3

Station programming
- Personal Call Routing
- Message Recycle Bin

Special features

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

Call forwarding
Press CFWD and then press a station key (or enter an extension) to forward your call to that station. To disable call forwarding, dial CFWD # and hang up.

Message Recycle Bin (un-delete)
Your phone system stores your 10 most recently deleted messages in a Message Recycle Bin (PROG/HELP 9) to allow you to recover messages that may have been deleted in error.

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

Headset jack
Your phone is equipped with a headset jack (located on the bottom of the phone). To use a headset, first assign 6 4 to a programmable feature key, making it a headset key; then plug the headset into the phone. To answer a call, press the headset key you programmed (to release the call, press the headset key again). You can still use the handset at any time; however, to switch back to handset mode, you must press the programmed headset key before placing the handset back in its cradle.

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

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.

The programmable feature keys can be programmed as:

- Line keys — If programmed with a two-digit line number, the key will become a line key providing lamp information and outside line access.
- Station keys — If programmed with a three- or four-digit extension number, the key will provide station lamp status and direct station access and transfer.
- Speed-dial keys — Can be used for automatic dialing of frequently called outside numbers. Enter the line access code (9, 8, or 7) plus the phone number.
- Additional-feature keys — Depending on your system, these may include daylight control, service observing, agent log-on, system speed dial, personal greeting, etc. See the System Administrator for assistance.

Once you have programmed a programmable feature key, the default system name for the item (e.g., a person's name for a station key) will appear. You can customize that name (up to 10 characters in length) on a per-extension basis by using your phone's dialpad.

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

Retrieving messages from your station
1. Press VOICE MAIL.
2. When prompted, enter your password (if required):
3. The default password is 9 (meaning, no password required).
   The phone's lower display will update to display the first eight voice mail messages. Each new voice mail message will appear with the word NEW in inverted text. You can use the scroll keys (Y and A), below the lower display, to see the next eight voice mail messages (and so on).
4. To play a message, press the programmable feature key immediately to the left of the message. During playback, the display will show the originator of the message, the duration of the message, whether it's new or old, and the time/date of the message. (To see only this detailed information without playing back the message, press the programmable feature key immediately to the right of the message.)
5. Hang up when finished. (If you hang up while a message is playing back, the message will remain a "new" message.)

Retrieve messages from a remote location
1. At the main greeting, either press # and enter your mailbox number: # or have the operator transfer you by pressing VOICE MAIL and then #, and entering your mailbox number.
2. When prompted, enter your password (if required): #
3. The default password is 9 (meaning, no password required).
4. The phone system will announce the number of new and old messages and play the oldest new message.

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

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

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

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

Main greeting — Returns you to the main greeting.
Operator — Transfers you to the operator.
Mailbox personal greetings
You can record up to three personal greetings (PROGHELP 1), and then change between them as desired.

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

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

**CONF**
While on a call, press **CONF** and call someone else to add him/her to a conference call among up to the maximum number of people (counting you) that your ESI phone system allows in a conference.

**CFWD**
Press **CFWD** to forward all your calls to another station, a mailbox, or an outside number.

**FLASH/RDL**
When the phone is in use, press **FLASH/RDL** to generate a flash hook on the outside line or to toggle between calls waiting. When the phone is idle, press **FLASH/RDL** to redial the last outside number dialed. If you have Caller ID service, press **FLASH/RDL** while listening to a voice mail message to automatically return the call.

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

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

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

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

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

**RELEASE**
Lets you drop a call without replacing the handset.

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

**PAGE**
To page through all available stations, press **PAGE** 0. To page in only a programmed paging zone designation (in a range of either 1-3 or 1-8, depending upon your system; see the System Administrator for assistance).

Using your phone

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

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

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

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

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

Press **ESI-DEX** while your station is idle and choose the appropriate Dex from the display. Use the volume/scroll keys (or ) to find the desired name. When it appears, select **DIAL**.

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

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

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

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

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

**Initiating a conference call**
While connected to a call, press **CONF**, call another station or outside person, and then press **CONF** again. Repeat this procedure to add another person (up to the maximum, including you, that your ESI system allows) to the conference. Hang up to disconnect all persons in the conference. If the newest added-on person does not answer, press his/her station key again or press **FLASH/RDL** to return to the original conference.

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

**Call waiting**
If you receive another call while you’re already on a call and you have activated call waiting (see “Programming your phone,” elsewhere in this guide), you will hear a tone in your microphone. When your station is idle, press **MUTE/DND** to disable your do-not-disturb mode.

**Dialing 911**
Dialing 911 from a local phone (i.e., not from a remotely installed IP phone) places an emergency call and also notifies the system operator via a spoken and displayed prompt.

Some features described herein either may not be available or may not have been activated on your ESI system. For more details, consult your System Administrator.

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