

Personalizing your phone

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

0 Help	3 Station options	5 Password
1 How to use the phone	1 Call waiting	1 Enter
2 How to use voice mail	2 Personal greeting reminder	2 Delete
3 Phone features	4 Dial tone preference	3 Hear
4 User tutorial	5 Hands-free answer	4 Security level
1 Select personal greeting	6 Monitor mode	4 External notification
1 Record		7 Personal Call Routing
2 Delete	4 Station audibles	9 Message Recycle Bin
3 Hear	1 Station ring tone	
	2 Station ring volume	
2 Programmable feature keys	3 Message ring	

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

Programmable feature keys

There are two **methods** for programming your phone:

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

Important programming options

Mailbox personal greetings

You can record up to three personal greetings (**PROG/HELP 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."

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.

Voice mail

2. To access new or old voice message, press **VOICE MAIL**.
3. When you hear the prompt, enter your password and press **#**.
4. Select the desired voice mail message and follow the prompts to repeat, forward, delete, reply, hear the next message, or save the message.

Note: New voice mails are indicated by the NEW/OLD message on the display. This will only appear when there are new messages.

Voice Mail Menu

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

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

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

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

4 Rewind: Rewinds playback four seconds for each time you press it during message playback. If pressed after the message has finished, returns you to the message's beginning.

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

6 Copy: Copies the message to another user's mailbox or to a Quick Group. To add an introduction, press 1 when prompted. The phone system will respond with the mailbox greeting and record tone. When you've finished your recording, press 1 to stop.

7 Delete: Deletes the message.

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

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

Retrieving voice mail remotely

1. Dial into the phone system.
2. At the auto attendant enter* and your station number (or have the operator transfer you by pressing VOICE MAIL * and your station number.

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

The following key presses are available for remote access:

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

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

8 Main greeting — Returns you to the main greeting.

0 Operator — Transfers you to the operator.

Leave a message in another mailbox — When prompted, enter the user's mailbox number.

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



Getting Started with the dPhone4





Let's Get Started!

Placing an external call

1. Lift the handset (or press **SPEAKER** or **HEADSET**)
2. Enter the phone number from the dial pad preceded by the line access number 9 (or 8 or 7). Or press an unlit line key instead.
3. To end the call either replace the handset or press **SPEAKER** or **HEADSET**.

Answering a call

1. When the phone rings lift the handset, (or press **SPEAKER** or **HEADSET**).
2. If your station is set for hands-free answer, intercom calls will be automatically output to your speaker.
3. Connecting to a second inbound call
4. If you receive a second call while you're on an active call, the display will show the call on the second row and you'll hear a beep, indicating the new call.
5. To switch between active calls, press **FLASH/RDL** (or the applicable line key).

Placing an intercom call

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

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

HOLD

While on an active call press HOLD to place a caller on hold. To pick up a held call from any station, press HOLD and the line number where the call is held. For example, 1 2 for line 12 — to pick up the call.

To place a caller on exclusive hold (for pick up only at your station) press **HOLD** for at least one second. The display will show an "E" next to the outside line where the call is on hold just for your station. Pickup the held call by press HOLD and the line number.

Call transfer

1. While on an active call, press TRANSFER.
2. Dial the number to which you want to transfer the call (or press a programmable feature key to which that number has been assigned) and then press #.
3. To make a "blind" transfer, hang up immediately.

To make a supervised transfer, wait for the call to be answered by the transfer-to destination. After confirming that the person will accept the call, simply hang up to complete the transfer. To cancel the supervised transfer and return to the initial caller, press **TRANSFER** again. This must be done before the transferred-to station answers.

Transferring a call directly to mailbox

To transfer an outside call to another user's mailbox, press **VOICE MAIL**, 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.

Three-way Conference

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 conferees.

Call Forwarding

Press **CFWD** with the key directly under the display 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.

Mute/DND

Mute — While on a call, press **MUTE/DND** to disable outbound audio via the microphone in your phone's speaker, handset, or (optional) headset. The key will blink amber to indicate muting is enabled. To disable muting, press **MUTE/DND** again. (The phone will automatically disable muting when you hang up the call.)

DND mode — When the phone is idle, press **MUTE/DND** to put the phone in DND (do-not-disturb) mode. This will send incoming calls directly to voice mail. The key will light solid amber to indicate that DND mode is enabled. To disable DND mode, press **MUTE/DND** again.

P/UP (Call pickup)

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

Page

To page through all available stations, press PAGE 0. To page in only a programmed paging zone, press PAGE (# key) and the one-digit paging zone designation (in a range of either 1–3 or 1–9, depending upon your system).

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.

Display Screensaver

Once the phone is idle for 30 minutes the display will revert to a screensaver. This feature is not programmable.

Special Programmable Feature Keys

Agent login/out

This feature allows an agent to log into and out of an automatic call distribution (ACD) queue to manage incoming calls.

1. To log in, press Agent Login/out. The key lights solid green and "Agent Logged In" appears in the display.
2. To log out, press Agent Login/out again.

Caller ID Key

This presents a list of the last 25 dialed, answered, and missed calls to/from your extension.

Monitor mode

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

Recording

1. This feature allows you to record a call. Not all users have access to this feature. Recordings are accessed by pressing **VOICE MAIL** then **RECORD**.
2. While on an active call, press Record. As recording begins, the Record key lights solid green and "Recording" appears in the display.
3. To end the recording, press Stop or hang up.

Headset

To use a headset, first assign 5 6 4 to a programmable feature key (headset key); then plug the headset into the back of 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 or speaker mode at any time by lifting the handset or pressing **SPEAKER**.

For details on Electronic Hookswitch headset control, see the User's Guide. (ESI does not guarantee compatibility with all headsets.)

Notable Features

ESI-Dex

Access a station list (STA), corporate list (SYS), or create a personal contact list (PER). Those systems using Esi-Link can also access a location list to contact users across systems. Esi-Dex is also helpful when programming DSS keys by providing a list of features.

Status indicator

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

Using help mode

Your phone's help mode is designed to help you learn about phone features. To access one of these topics, press PROG/HELP and choose from the menu. While programming a feature on your phone, you can press PROG/HELP to hear a more detailed description of that feature. The on-board user tutorial — PROG/HELP 0 — explains all aspects of call and message handling in a logical, step-by-step manner.