ESI Phone

User's Guide

FOR ESI Communications Servers

ESI-1000 • ESI-600 • ESI-200 • ESI-100 • ESI-50

Covering these current ESI phone models:
ESI 60 Business Phone • ESI 40 Business Phone
48-Key Feature Phone • 24-Key Feature Phone • ESI Cordless Handset II
. . . and these legacy ESI phone models:
12-Key Feature Phone • [Original] ESI Cordless Handset

0450-1047
Rev. N

*For on-line help, visit **www.esi-estech.com/users**.*

About ESI

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. 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.

We Make It Easy To Communicate

Introduction

Accessing the rich ESI feature set is simple and easy through the straightforward design of each of the various ESI phones. Each feature has been designed for ease of use while providing capabilities needed in an advanced business phone.

You will be able to learn many of the features by simply using your phone; and this *ESI Phone User's Guide* will introduce you to the wide variety of features offered by your ESI Communications Server[1] and how to use your phone effectively to achieve maximum benefits.

What it covers

This *User's Guide* covers the use of the following with your ESI Communications Server:

- ESI 60 Business Phone (digital and IP versions)
- ESI 40 Business Phone (digital and IP versions)
- 48-Key Feature Phone (Digital and local/remote IP Feature Phone II)
- 24-Key Digital Feature Phone
- 60-Key Expansion Console and Second Expansion Console
- ESI Cordless Handset II (digital, local IP, and remote IP versions)
- [Legacy] 12-Key Digital Feature Phone
- Analog station

How it's arranged

- Section A — Phone illustrations
- Section B — User help
- Section C — User programming
- Section D — Voice mail operation
- Section E — Phone operation
- Sections F through I — Special keys and features
- Section J — Analog stations

> **Important:** **If you're using a 48-Key Feature Phone**, please note that this phone has separate **PROGRAM** and **HELP** keys, rather than the combo **PROG/HELP** key found on the other models supported by your ESI Communications Server. Therefore, you should press **PROGRAM** if programming your phone and the instructions tell you to press **PROG/HELP**; or, similarly, you should press **HELP** if the instructions tell you to press **PROG/HELP** to obtain assistance from the Verbal User Guide described herein (see page B.1).

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[1] ESI-1000, ESI-600, ESI-200, ESI-100, or ESI-50.

ESI 60 Business Phone

The **ESI 60 Business Phone** has a variety of programmable and built-in features. It comes in three models: ESI 60D, a digital phone; and two versions (Gigabit Ethernet and 10/100 Ethernet) of ESI 60IP, an IP phone. Additionally, it supports up to two optional Expansion Consoles (see page A.5). All ESI 60 Business Phone models offer the same basic features which are described throughout this *User's Guide*. The ESI 60 Business Phone's built-in voice mail features and voice prompts make it easy to program and use.

Note:	Depending on your angle of view, you will notice differences in the contrast levels of the upper and lower displays. This is normal.

Items referenced elsewhere

Item	Page
PROG/HELP soft feature key	C.2
P/UP (pickup) key	E.16
Fixed feature keys	E.2
VOICE MAIL key	D.1
Programmable feature keys	C.2

Item	Page
Verbal User Guide and tutorial	B.1
Status indicator lamp	D.10
ESI-DEX soft feature key	F.2
RECORD key	D.8
PAGE key	E.16

Hint:	On any of these ESI phone varieties (including the Expansion Consoles), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

ESI 40 Business Phone

The **ESI 40 Business Phone** has a variety of programmable and built-in features. It comes in two models: the ESI 40D, a digital phone; and the ESI 40IP, a 10/100 Ethernet IP phone. Additionally, it supports up to two optional Expansion Consoles (see page A.5). All ESI 40 Business Phone models offer the same basic features which are described throughout this *User's Guide*. The ESI 40 Business Phone's built-in voice mail features and voice prompts make it easy to program and use.

Items referenced elsewhere

Item	Page
PROG/HELP soft feature key	C.2
P/UP (pickup) key	E.16
Fixed feature keys	E.2
VOICE MAIL key	D.1
Programmable feature keys	C.2

Item	Page
Verbal User Guide and tutorial	B.1
Status indicator lamp	D.10
ESI-DEX soft feature key	F.2
RECORD key	D.8
PAGE key	E.16

> **Hint:** On any of these ESI phone varieties (including the Expansion Consoles), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

48-Key Feature Phone

The **48-Key Feature Phone** has a variety of programmable and built-in features. It has two versions: 48-Key Digital Feature Phone and 48-Key IP Feature Phone II. Additionally, it supports up to two optional Expansion Consoles (see page A.5). All versions of the 48-Key Feature Phone offer the same basic features which are described throughout this *User's Guide*. The 48-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.
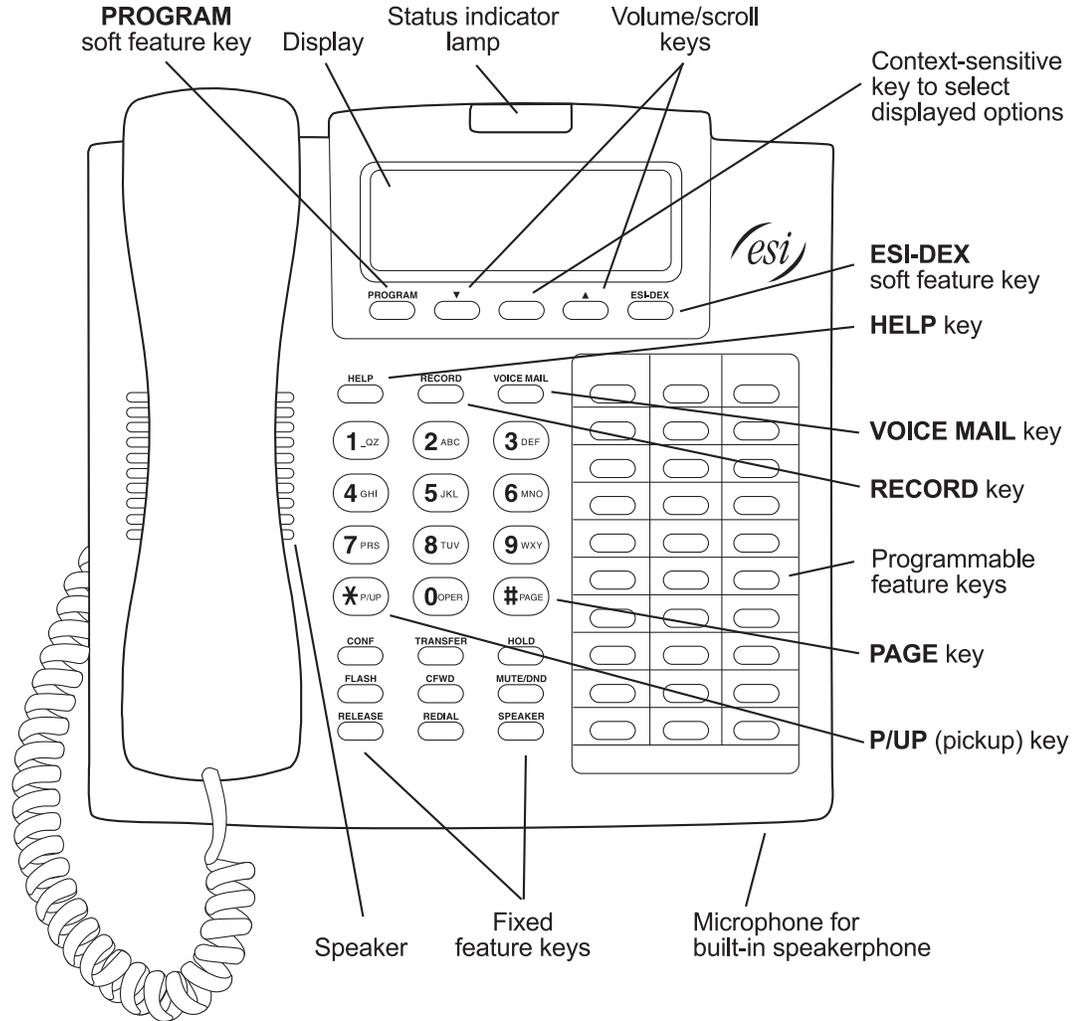
Items referenced elsewhere

Item	Page
PROGRAM soft feature key	C.2
P/UP (pickup) key	E.16
Fixed feature keys	E.2
VOICE MAIL key	D.1
Programmable feature keys	C.2

Item	Page
HELP key for Verbal User Guide and tutorial	B.1
Status indicator lamp	D.10
ESI-DEX soft feature key	F.2
RECORD key	D.8
PAGE key	E.16

> **Hint:** On any of these ESI phone varieties (including the Expansion Consoles), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

Optional Expansion Consoles

> **Note:** Your Installer or System Administrator must enable Expansion Console support for your extension before you can use one or both Expansion Consoles.

The ESI 60 Business Phone, ESI 40 Business Phone, and 48-Key Feature Phone each can support up to two optional **Expansion Consoles,** for a possible total of 120 additional programmable feature keys.

The **60-Key Expansion Console** connects directly to the phone, while the **Second Expansion Console** connects to the first Console.

You program each Expansion Console's keys just as you do the programmable feature keys on your ESI phone, using either direct or traditional programming (see page C.2).

> **Note:** Only one key can exist per extension, feature or operation. If you program a **second** key for the same extension, feature or operation, this automatically erases the first key so programmed, thus making it available for a new extension, feature or operation.

> **Hint:** You may find it easier to write in the names on the overlay **before** you program the keys and attach the overlay to the Console.
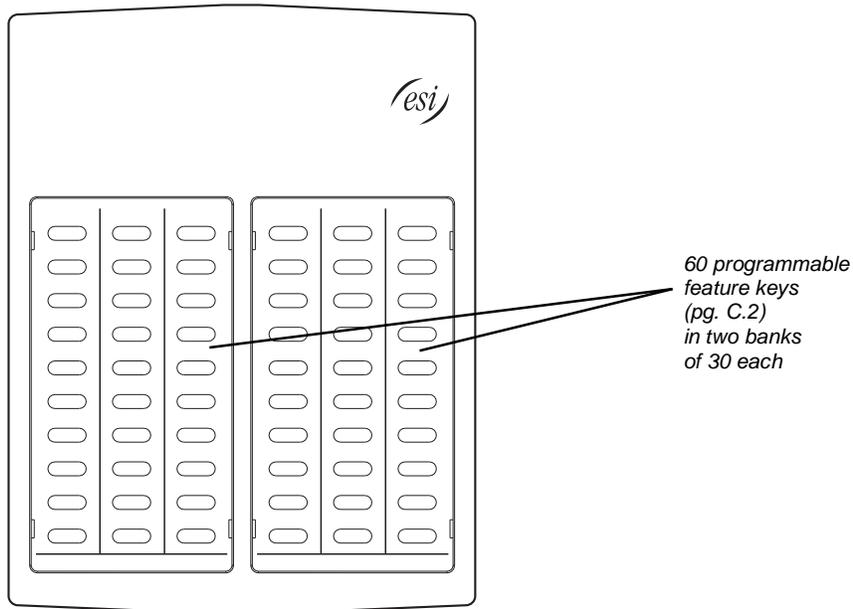
60 programmable feature keys (pg. C.2) in two banks of 30 each

> **Hint:** On any of these ESI phone varieties (including the Expansion Consoles), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

24-Key Feature Phone

The **24-Key Feature Phone** has features similar to those of the ESI desktop phones mentioned earlier. However, the 24-Key Feature Phone is available only as a digital model and doesn't support IP or the Expansion Consoles. As is true for the ESI phones mentioned earlier, the 24-Key Feature Phone has built-in voice mail features and voice prompts that make it easy to program and use.

Items referenced elsewhere

Item	Page
PROG/HELP soft feature key	C.2
P/UP (pickup) key	E.16
Fixed feature keys	E.2
VOICE MAIL key	D.1
Programmable feature keys	C.2

Item	Page
Verbal User Guide and tutorial	B.1
Status indicator lamp	D.10
ESI-DEX soft feature key	F.2
RECORD key	D.8
PAGE key	E.16

Hint: On any of these ESI phone varieties (including the Expansion Consoles), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

12-Key Feature Phone (legacy product)

The legacy **12-Key Feature Phone**, still in use on many installed ESI systems, includes the basic, most commonly used phone features. This simplified model is available only as a digital model and doesn't support IP, ESI's *VIP* family of software applications[1], the Expansion Consoles, speakerphone operation[2], or Esi-Dex.
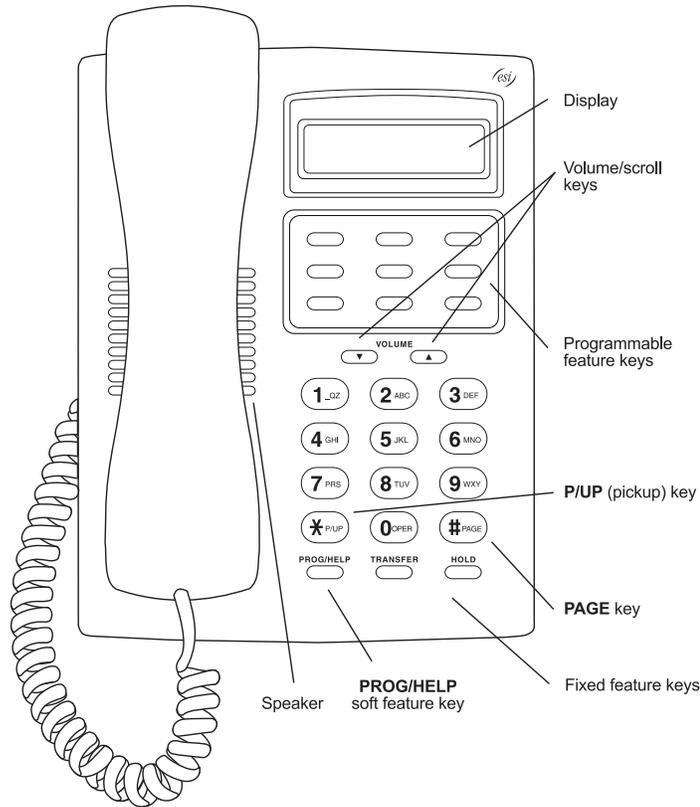
Items referenced elsewhere

Note: The following features aren't available on a 12-Key Feature Phone:
- Certain special keys and features (see "Special keys," page F.1).
- Esi-Dex.
- ACD operation.

Additionally: to use voice mail, conference calling and mute/DND on a 12-Key Feature Phone, you must program these features into programmable feature keys (see "Programmable feature keys," page C.3, and "Optional features," page F.14).

Hint: On any of these ESI phone varieties (including the Expansion Consoles), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

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[1]   For information concerning these software applications, see the ESI Web site at *www.esi-estech.com*.
[2]   The 12-Key Feature Phone lacks a hands-free microphone, and therefore can't serve as a true two-way speakerphone. Its speaker plays pages.

ESI Cordless Handset II

ESI's Digital Cordless Handset II gives you most of the same features found in the 24-Key Feature Phone, but in a compact, portable form. Note that it does **not** have the following features found on some ESI desktop phones: Esi-Dex support (or **ESI-DEX** key), Caller ID key, Virtual Mailbox Key support, or Verbal User Guide.

Each ESI Cordless Handset II comes with a charger/AC adapter, base station, belt clip, battery pack, and wall mount.

Depending on your installation, your location may have one or more optional **ESI Cordless Handset Repeaters** so you can more easily stay in communication with your ESI system while you travel throughout the facility. If you are unsure about whether your location has this capability, contact your System Administrator.
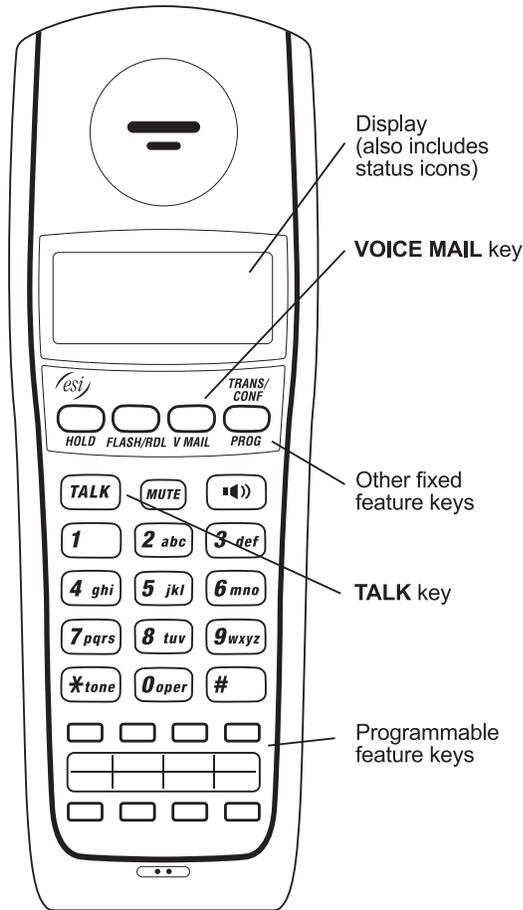
Items referenced elsewhere

Item	Page
Programmable feature keys	C.2
VOICE MAIL key	D.1
Fixed feature keys	E.2

Connecting your ESI phone

Depending on which ESI phone you have, use the appropriate diagram (below) to connect it. Each diagram represents the panel on the phone's underside.

Notes: The "Top of phone" and "Bottom of phone" references in these diagrams show the correct vertical orientation of the phone — *i.e.,* the part with the display is the top.

When the phone is in the highest upright position, use the wall-mount hook located under the handset to secure the handset when you're not using the phone.
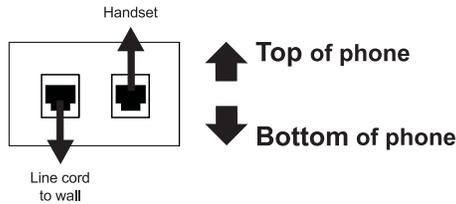
24-Key Feature Phone
12-Key Feature Phone *(legacy product)*

- Connects like a basic phone.
- Handset plugs into right-side jack.
- Line cord plugs into left-side jack.
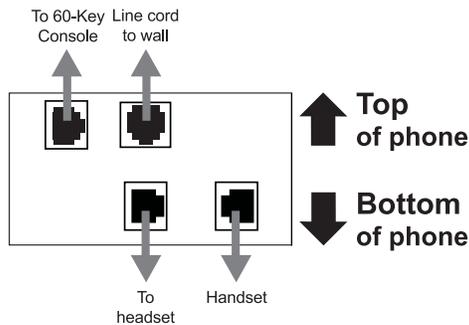
ESI 60 Business Phone (digital version)
ESI 40 Business Phone (digital version)

In addition to how the 24-Key Feature Phone connects to the handset and line cord, note that each phone in this group accepts a 60-Key Expansion Console cable (included with each Console) which uses standard RJ-11 telephone connectors.
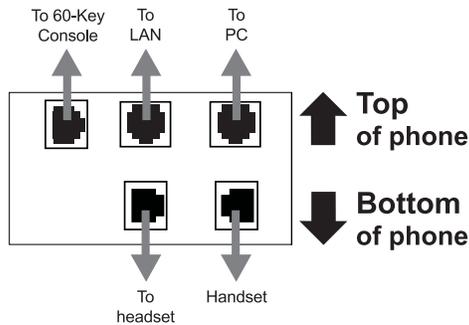
ESI 60 Business Phone (either IP version)
ESI 40 Business Phone (IP version)

In addition to the details mentioned previously for the ESI 60 Business Phone and ESI 40 Business Phone, each IP phone model includes an Ethernet cable which connects the phone to a PC (or, if no PC is present, directly to a router, switch, or hub) to achieve connectivity to a local area network (LAN). These phones are Power Over Ethernet (POE) models, and thus require no AC wall cord or AC adapter.

To
headset

Top
of phone

Bottom
of phone

To 60-Key   Line cord   Handset
Console   to wall
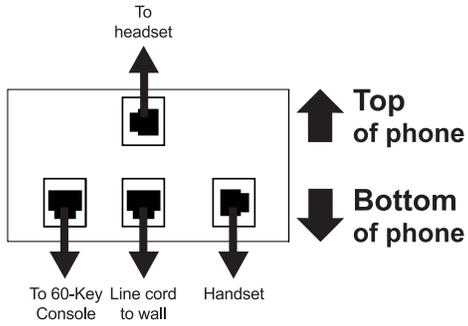
48-Key Digital Feature Phone

In addition to how the 24-Key Feature Phone connects to the handset and line cord, note that this phone accepts a 60-Key Expansion Console cable (included with each Console) which uses standard RJ-11 telephone connectors.

To power   To   To
supply   LAN   PC

Top
of phone

Bottom
of phone

To
headset   Handset

To 60-Key
Console
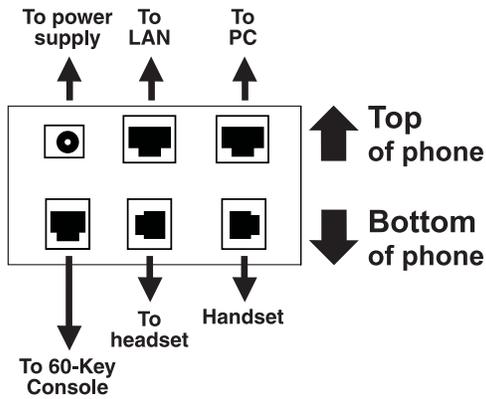
48-Key IP Feature Phone II

In addition to the details mentioned previously for the 48-Key Digital Feature Phone, the 48-Key IP Feature Phone II includes:

• A power supply that is unswitched (*i.e.,* always-on AC outlet) and plugs into the phone.

• An Ethernet cable, which connects the phone to a PC (or, if no PC is present, directly to a router, switch or hub) to achieve connectivity to a local area network (LAN).

60-Key Expansion Console connection

> **Notes:** Your Installer or System Administrator must enable Expansion Console support for your extension before you can use one or both Expansion Consoles.
>
> The 60-Key Expansion Console can be connected to an ESI 60 Business Phone (any model), ESI 40 Business Phone (any model), or a 48-Key Feature Phone (any model).
>
> If connecting both a 60-Key Expansion Console and a Second Expansion Console to a phone, see "Second Expansion Console connection," page A.12.

1. Unplug the line cord or Ethernet cable from your ESI phone.
   If it's an ESI IP phone with a power supply plugged into it, unplug the power supply, too.

2. The 60-Key Expansion Console *(right)* includes a six-conductor **expansion cable**. Connect one end of the expansion cable to the appropriate connector on the bottom of the ESI phone *(below)*. Then, connect the other end of the expansion cable to the 60-Key Expansion Console.

3. To keep cabling out of the way, thread the expansion cable into the slots on the bottom of the phone and 60-Key Expansion Console.

4. Program the keys on the 60-Key Expansion Console using the same procedure as with the phone (press **PROG/HELP 2**).

5. If necessary, remove the clear **plastic** overlay from the keys on the Expansion Console.

6. For maximum convenience, label the **paper** overlay to show how the keys are programmed (your Installer or System Administrator can do this with ESI software).

7. Install the labeled **paper** overlay on the 60-Key Expansion Console.

8. Install the clear **plastic** overlay **over** the paper overlay, to protect it.

9. Use the provided Velcro® tape to attach the left side of the 60-Key Expansion Console to the right side of the ESI phone.

10. Plug the line cord or Ethernet cable back into your phone.
    If you unplugged a power supply in step 1, plug it back in, as well.
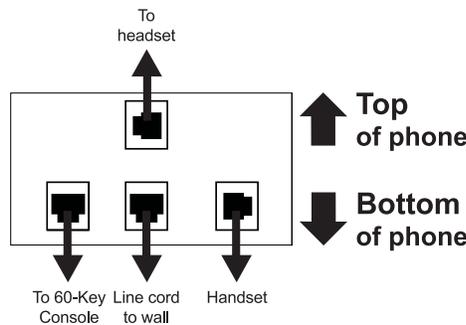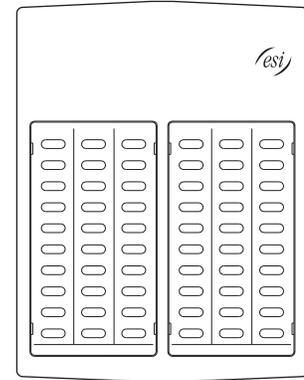
Connectors on bottom of phone

Second Expansion Console connection

> **Notes:** Your Installer or System Administrator must enable Expansion Console support for your extension before you can use one or both Expansion Consoles.
>
> The Second Expansion Console can be connected to a 60-Key Expansion Console that is connected to an ESI 60 Business Phone (any model), ESI 40 Business Phone (any model), or a 48-Key Feature Phone (any model). If connecting only **one** Expansion Console to one of these phone models, see "60-Key Expansion Console connection," page A.11; the Second Expansion Console connects to the 60-Key Expansion Console and **cannot** connect directly to the ESI phone.

1. Unplug the line cord or Ethernet cable from your ESI phone.
   If it's an ESI IP phone with a power supply plugged into it, unplug the power supply, too.

2. The Second Expansion Console[1] includes an **expansion "Y" cable** *(right)*[2]. Lay out the cable across the back of the equipment so that the AC adapter is on left and the end of the cable is on the right.

3. Connect the **right** end of the expansion "Y" cable to the appropriate connector on the bottom of your ESI phone *(below)*.

4. Then, connect the expansion "Y" cable's **middle** plug to the 60-Key Expansion Console, the **left** plug to the Second Expansion Console, and the **AC adapter** to an appropriate 110 VAC outlet to provide power to the Second Expansion Console *(above)*.

5. To keep cabling out of the way, thread the expansion "Y" cable into the slots on the bottom of the phone and the two Expansion Consoles.

6. Program the keys on the two Expansion Consoles using the same procedure as with the phone (press **PROG/HELP 2**).

7. If necessary, remove the clear **plastic** overlay from the keys on the two 60-Key Expansion Consoles.

8. For maximum convenience, label the **paper** overlay to show how the keys are programmed (your Installer or System Administrator can do this with ESI software).

9. Install the labeled **paper** overlays on the two 60-Key Expansion Consoles.

10. Install the clear **plastic** overlays **over** the paper overlays, to protect them.

11. Use the provided Velcro[®] tape to attach the left side of the 60-Key Expansion Console to the right side of the phone, and the right side of the 60-Key Expansion Console to the left side of the Second Expansion Console).

12. Plug the line cord or Ethernet cable back into your ESI phone.
    If you unplugged a power supply in step 1, plug it back in, as well.
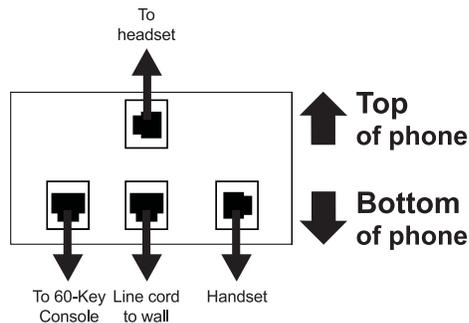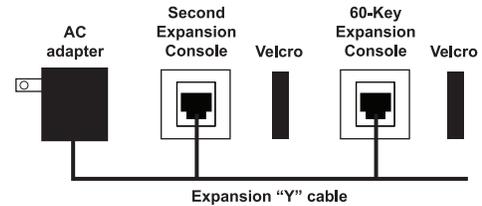
Connectors on bottom of Console-compatible ESI digital phone

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[1] It's physically identical to a 60-Key Expansion Console; consult your Installer if you have trouble determining which one it is.
[2] This diagram shows the backs of the Expansion Consoles.

ESI Cordless Handset II connection

Each ESI Cordless Handset II comes with:

• A **charger/cradle** to charge the Handset.

• An **AC adapter** for use with only the charger.

• A **base station** to provide a digital interface between the ESI phone system and ESI Cordless Handset II. This base station is **line-powered** and thus needs **no** AC power.

• **Wall-mount**(s), a **belt clip**, and a *Quick Reference Guide*.

Base station installation

Due to each site's unique characteristics, the range and distance information we'll provide herein is only approximate.

Characteristics that **positively** affect performance:

• The base station should be installed so it has a clear line-of-sight with the Cordless Handset.

• The base station antenna should always be pointed in its uppermost vertical position.

Characteristics that **negatively** affect performance:

• Large amounts of metal shelving (such as in manufacturing or warehouse areas).

• Close proximity to (within one mile of) a radio tower.

• Concrete walls that divide spaces where Cordless Handsets are used (assuming the base stations are in one location).

Don't install the base station:

• Close to a wall with metal studs.

• On a metal wall.

• Next to a device that emits RFI or EMI[1] — *e.g.*, a television, radio, computer, computer printer, fluorescent light fixture, or fax machine.

• In a ceiling that has foil-backed insulation.

• Behind doors that typically are closed, tinted windows, one-way glass, or other areas that limit or cut off transmission to the Cordless Handset.

Base stations must be installed at least 10 feet apart, regardless of whether the base station is for the small-model or large-model Cordless Handset. **Don't** install more than six base stations in one area (such as a network room). Choose a location at least 30 feet away if more than six base stations are needed in a building.

> **Note:**   Your facility may be equipped with one or more optional **Cordless Handset II Repeaters**. For more information about this, consult your System Administrator or your Certified ESI Reseller.

A **Digital** Cordless Handset II base station requires only a line cord to the phone system; AC power **isn't** needed because the base station receives power from the phone system via the line cord.

An **IP** Cordless Handset II base station receives PoE. If PoE isn't already being supplied, you'll need to install the separately purchased **PoE adapter** (sold in five-packs as ESI part # 5000-0437).

> **Notes:**   If the PoE equipment plugs into AC outlets and a power failure occurs, all IP Cordless Handsets II on the system will be unable to originate or receive phone calls. Therefore, **either**: **(a.)** use an appropriately sized uninterruptible power supply (UPS) to power **all** the IP equipment (base station, PoE adapter, router, *etc.*) involved in making phone calls **or (b.)** have a traditional phone available for originating and receiving analog CO calls.
>
> Feedback may result if the Cordless Handset is within three inches of an ESI desktop phone.

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[1]   *RFI* is radio frequency interference. *EMI* is electromagnetic interference.

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.

> **Notes:** As explained on page A.1, your ESI phone has a combo **PROG/HELP** key unless it is a 48-Key Feature Phone (which has separate **PROGRAM** and **HELP** keys). Under the circumstances described in this section, the **PROG/HELP** key will invoke Help mode.
>
> The ESI Cordless Handsets have no access to the Verbal User Guide (and, thus, no key to invoke it).

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.4). Anyone calling your station while you are in DND will be forwarded to your mailbox (or other destination set by the Installer).

Exiting Help mode

To exit Help mode, simply hang up.

> For on-line help, visit *www.esi-estech.com/users*.

User programming: An introduction

Voice prompts will play menu and sub-menu options to access the desired feature. You **don't** have to wait for the entire prompt to be played. Therefore, once you've become familiar with the prompts (consult "User programming menu overview," *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

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
   4 Outside dial tone preference
   5 Hands-free answer
   6 Message monitor
   7 Power-saving mode[1]

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

5 *Password*
   1 Enter
   2 Delete
   3 Play back
   4 Security level

6 *External message notification*
   1 Delivery options
   2 Phone delivery
   3 Pager notification
   4 Urgent message
   5 ESI Mobile Messaging
      1 Active e-mail setting
      2 Main e-mail setting
      3 Alternate e-mail setting
   6 Twinning programming
      1 Enable/disable
      2 Select destination

7 *Personal Call Routing*
   1 ESI Presence Management settings[2]
      1 Entry settings
      2 Exit settings
      3 Quiet time settings
   2 ESI Cellular Management settings[3]
      1 PIN setting
      2 Voice mail setting
      3 Cell phone audibles
      4 Shared line setting
      5 Bluetooth settings

9 *Message Recycle Bin*

> **Note:** Selections 3, 5 and 6, as well as the background announce function under "Station options" (see page E.13), are not available on a legacy 12-Key Feature Phone. In addition, selection 6 6 (twinning programming) is not available on an ESI Cordless Handset.

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[1] For use with only ESI Cordless Handsets.
[2] Available **only** if your phone system is using ESI Presence Management. If you're not sure whether it is, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence*.
[3] Available **only** if your phone system is using ESI Cellular Management. If you're not sure whether it is, consult your System Administrator. For more information about ESI Cellular Management, visit *www.esi-estech.com/BT*.

1 Select personal greeting

Select the desired greeting — *1, 2* or *3*. The system will play the current greeting, followed by prompts to re-record, delete or hear again — **or** *select* the current greeting by pressing **#**.

1 Record personal greeting

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

2 Delete personal greeting

When prompted, press **2** again to confirm deletion.

> **Warning:** Your mailbox is disabled if no personal greeting exists. **Never** delete **all** of your existing personal greetings **before** you record at least one **new** one.

3 Hear current personal greeting

2 Programmable feature keys

There are two methods for performing programming of your phone's programmable feature keys:

- **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 Help 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.)

(Continued)

How the programmable feature keys can be set

- **Line keys** — Programming a line number into a programmable feature key makes it a line key, which provides the appropriate lamp information and manual outside-line access.

- **Station keys** — If you program a programmable feature key with any of the following, it becomes a station key, providing the appropriate lamp information and easy access or transfer:
  - User extensions
  - Department pilot numbers
  - Guest/info mailboxes
  - Q & A mailboxes
  - Group mailboxes
  - Cascade paging mailboxes
  - System speed dial numbers

- **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. The speed-dial number can be up to 24 **characters** long. If you program **9** (or **8** or **71–76**) 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 *71–76*). Use the ▲ scroll key to enter special characters for dialing:
  - **P** = Three-second pause
  - **F** = Hook-flash
  - **#** = **#** (pound) key
  - ✶ = ✶ (star) key

> **Notes:**   You can also program **Location Keys** for use with Esi-Link. See page H.1 for more information.
>
> Speed-dial keys **cannot** be programmed for emergency services, such as **9 1 1**.

- **Other feature keys** — If you enter a feature code, 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 (see "Optional features," page F.14); consult your System Administrator to determine your access.

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

> **Note:**   Each ESI Cordless Handset has only one LED color — red — with similar blinking rates.

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.13 for call waiting and page E.13 for background announce.

> **Note:** Background announce is not available on a legacy 12-Key Feature Phone.

2 Personal greeting reminder

See page F.10.

3 [Unused]

4 Outside dial tone preference

See page F.13.

5 Hands-free answer

> **Note:** With an ESI Cordless Handset, use of this feature requires a headset.

See page E.3.

> **Note:** Not available on a legacy 12-Key Feature Phone.

6 Message monitor

See page F.10.

> **Note:** Not available on a legacy 12-Key Feature Phone.

7 Power-saving mode

> **Note:** Applicable to **only** an ESI Cordless Handset.

Allows you to enable or disable an ESI Cordless Handset's power-saving mode. Enabling this mode helps achieve full battery life. However, if full-time status monitoring is required, you can disable this mode. In power-saving mode, the phone system blocks all status updates[1] to the Cordless Handset when the Handset has been idle for 30 seconds. Pressing the Cordless Handset's keys or receiving an incoming call on it will discontinue power-saving mode.

> **Note:** When the handset has received no calls or status updates[1] for five minutes, the Cordless Handset enters **deep-sleep** mode. During it, the display is blank and the LEDs don't light up. If the system sends any updates to the Cordless Handset, it will discontinue deep-sleep mode.

---

[1] For example: If you have a programmable feature key set as a station key for someone's extension, the system updates your Cordless Handset based on that extension's current status (busy, idle, do-not-disturb, or — with optional ESI Presence Management — off-premises).

4 Station audibles

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

> **Note:** Only the third setting, **message ring**, is applicable to the ESI Cordless Handset.

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 ▼ or ▲ to set the desired ringer volume (range: off to high), then press **#** to accept it.

> **Note:** On an ESI desktop phone with a status indicator lamp, if the ringer volume is turned off, the status indicator lamp will not "flutter" when an incoming or recalled call is presented to the phone (see "Status indicator lamp," page D.10).

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 Play back 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

> **Note:** To use this feature, a legacy 12-Key Feature Phone must have a voice mail key assigned.

1 Delivery options

1 Delivery to phone number only

2 Notify pager only

3 Call first and then page

4 Call and page at the same time

0 No off-premises delivery

2 Phone delivery

1 Enter phone number

Enter the phone number (24 digits, maximum) followed by **#**. **Do not** include an outside line access code (*i.e.*, don't add **9, 8** or **71–76**) before the number.
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.

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 **71–76**) before the number.
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.

2 Delete pager number

Deletes the currently programmed pager number.

3 Display current pager number

Displays the currently programmed pager number.

(Continued)

4 Urgent message activation

1 Urgent messages only

Only urgent messages will be delivered.

> **Note:** Remember to say in your personal greeting that callers should press **2** to mark a message as urgent. (For more on personal greetings, see page D.1.)

2 All new messages

Any new message will be delivered.

5 ESI Mobile Messaging options

> **Note**: This feature is available only if your ESI system is using ESI Mobile Messaging. If you're not sure whether it is, consult your System Administrator

1 Active e-mail settings

2 Main e-mail settings

3 Alternate e-mail settings

6 Twinning programming

> **Note**: This feature is not available on an ESI Cordless Handset.

1 Enable/disable

2 Twinning destination

7 Personal Call Routing

1 ESI Presence Management settings

For additional details, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793).

> **Note:** This function is available **only** if your phone system is using ESI Presence Management. If you're not sure whether it is, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence*.

1 Entry settings

  1 Select personal greeting
  2 Set message delivery

2 Exit settings

  1 Call handling (voice mail/call forwarding)
  2 Select personal greeting
  3 Set message delivery

3 Quiet time settings

  1 Select day
  2 Select quiet "on" time
  3 Select quiet "off" time

2 ESI Cellular Management settings

For additional details, consult the *ESI Cellular Management User's Guide* (ESI part # 0450-1189).

> **Note:** This function is available **only** if your phone system is using ESI Cellular Management. If you're not sure whether it is, consult your System Administrator. For more information about ESI Cellular Management, visit *www.esi-estech.com/BT*.

1 PIN setting

2 Voice mail setting

3 Cell phone audibles

  1 Ring tone setting
  2 DTMF playback setting

4 Shared line setting

5 Bluetooth settings

  1 Cell phone pairing
  2 Delete setting
  3 Cell phone line setting
  4 Auto-Connect setting

9 Message Recycle Bin (un-delete)

The most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as a new message.

Voice mail operation

Your ESI 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

For direct access to all voice mail features, such as picking up messages or transferring directly to mailboxes:

- On an **ESI 60 Business Phone** — Use the **blue VOICE MAIL key**. It will **blink** whenever you have one or more new messages, and the **upper** display will show you how many new and old messages are stored for you on the ESI system. Once you press **VOICE MAIL**, the **lower** display will update to show your eight most recent messages, with each new message appearing in a **bold** font. Use the **scroll keys below the lower display** to see the next eight messages (press the **left** scroll key to scroll **down** and the **right** scroll key to scroll **up**).

- On an **ESI 40 Business Phone**, **48-Key Feature Phone**, or **24-Key Feature Phone** — Use the **blue VOICE MAIL key**. It will **blink** whenever you have one or more new messages, and the display will show you how many new and old messages are stored for you on the ESI system.

- On a legacy **12-Key Feature Phone** — Assign key code **579** to a programmable feature key (see "Programmable feature keys," page C.2, and "Optional features," page F.14). **Until this has been done for your phone, your mailbox is disabled.** (When you try to access a disabled mailbox, the system will notify you that it's disabled.) You still can retrieve previously left messages and access user programming, but the mailbox won't be able to receive new voice messages. Therefore, to enable the mailbox, assign key code 579 to a programmable feature key.

- On an **ESI Cordless Handset**, use the blue-outlined **VOICE MAIL** key. The display, directly above the **VOICE MAIL** key, will show an "envelope" icon when you have one or more new messages.

Personal greetings

To program your **personal greetings**, press **PROG/HELP 1**. Initially, your mailbox has a generic greeting: "*You have reached the mailbox for extension xxx. Dial **0** to reach the operator or begin recording at the tone.*" You can record up to three different personal greetings in your own voice indicating your availability to return calls.

Examples

Sample greeting 1:
> *Hi, this is [name]. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can.*

Sample greeting 2:
> *Hi, this is [name]. I'm out of the office. You may dial **1 2 2** now for my assistant or, if you prefer, you may leave me a voice message at the tone — I'll check in regularly — or, if it's important, either dial **4** now to reach me on my cell phone or dial **2** now to leave me an urgent message that will page me automatically.*[1]

Sample greeting 3:
> *Hi, this is [name]. I'm away from my desk at the moment. To have me paged, dial **3** now. To reach the operator, dial zero. Otherwise, leave your name and phone number at the beep so I can return your call.*[1]

(Continued)

---

[1] These sample greetings refer to certain features which may not be activated for your extension; consult your System Administrator for additional information, if necessary.

Depending on auto attendant usage and your personal preferences, you **may** wish to include one or more of these options in your personal greetings (each option must be pressed during greeting playback, before the beep, to be activated):

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
2	To mark this message as *urgent* (see "Urgent messages," page D.10)
3	To page (internally) the person for whom the caller is leaving a voice mail message
4	To perform off-premises "reach-me" (see "Off-premises 'reach-me,'" page D.3)[1]
8	To the main greeting (if your system is using the auto attendant)
XXX	An extension number of another user

> **Note:** Option 3 is available only when personal greeting 3 has been recorded and is active; and option 4 is available only when personal greeting 2 has been recorded and is active.

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

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

Personal greeting keys

You can program a programmable feature key as a **personal greeting key** for any one of the three personal greetings (see page F.16). Once created, this shortcut can then be used to activate the associated personal greeting (the key's LED will glow green and the greeting played as confirmation).

> **Note:** To re-record this greeting, press **RECORD** while the confirmation is playing and follow the prompts (on a legacy 12-Key Feature Phone, which has no **RECORD** key, press **PROG/HELP 1** while the phone is idle).

Leaving messages . . .

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

. . . directly in another user's mailbox

The procedure for going directly to another user's mailbox[2] without ringing his/her extension depends upon whether you have that user's extension set as one of your station keys:

• If you do, press **VOICE MAIL** and then the person's station key.

• If you don't, press **VOICE MAIL** and **TRANSFER** and then dial the extension number.

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

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

You can leave a direct message in several users' mailboxes at the same time by pressing **VOICE MAIL** and entering the desired extensions — thus creating a **Quick Group.** You can also move messages or recordings to a Quick Group in the same manner. A Quick Group can contain up to 65 extensions, including those within a department. To enter each extension into a Quick Group, use your ESI phone's dialpad or press a programmable feature key to which the extension has been assigned.

> **Note:** If you have a department programmed as a station key, pressing **VOICE MAIL** and then the department's station key will leave a message for all members of the department.

---

[1] If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence*.

[2] You also can leave messages in mailboxes (such as guest mailboxes) that **don't** have extensions associated with them.

AutoPage

This feature lets you have outside callers internally page you after they've been forwarded to your voice mailbox and are listening to your personal greeting (see "Personal greetings," page D.1). **You must have personal greeting 3 selected *and* it must tell callers to press 3 for this feature.** If the caller dials **3** during the personal greeting, he/she is placed on hold; the system then pages you by name, followed by the phrase "You have a call on line" and the line on which the call is on hold (*e.g.,* "John Doe, you have a call on line 21"). If you don't answer the page within a programmed interval, the caller is forwarded back to your extension/voice mailbox.

> **Note:** This feature is active if your administrator authorizes your station for it, you have set your mailbox to play personal greeting 3, and a directory name is recorded for your station.

Sample personal greeting 3 for AutoPage:

*"Hello. This is Rick. I'm currently unable to receive your call. To have me paged throughout the building, please press **3** now. Otherwise, please leave me a message after the tone and I will return your call as soon as possible."*

Moving and deleting a message

When you move a message, the system accesses another submenu to determine whether you want to move and delete a message, or move and save it. After you press **6** to move a message, the prompt will ask whether you wish to:

• Move the message but also save a copy of it in your voice mailbox

or

• Move the message and delete it from your mailbox.[1]

Off-premises "reach-me"

After a caller has been forwarded to your voice mailbox and is listening to your personal greeting, this feature gives the caller the choice of being forwarded to a number outside the system — *i.e.,* a regular phone number rather than an extension.

> **Note:** This feature is activated only if your System Administrator enables it on your station.

To use this feature, follow these steps:

1. From your ESI phone, press **PROG/HELP 6 2 1** and enter the telephone number to which you want calls forwarded when you're off-premises.[2]

2. Record and activate personal greeting 2. Be sure to tell the caller to press **4** during the greeting to be connected to your alternate phone. (See the sample greeting, *below*.)

When you receive a call forwarded in this fashion, you'll be prompted to "press any key" to accept the call. If you don't answer the call, the caller is returned to your voice mailbox on the ESI phone system. Off-premises "reach-me" is available on **guest** mailboxes, as well.

Sample personal greeting 2 for off-premises "reach-me":

*"Hello. This is Rick. I'm currently out of the office. To attempt to reach me on my mobile phone, please press **4** now. Otherwise, please leave me a message after the tone and I will return your call as soon as possible."*

---

[1] This feature is activated only if the Installer enables it on your system.
[2] This is also the same number used for message notification phone delivery (see "Off-premises message delivery," page D.9).

Message retrieval

Message(s) waiting display

If you have at least one **new** message, your ESI desktop phone's **VOICE MAIL** key will blink (except on a legacy 12-Key Feature Phone) and your display will show the number of new and old messages in your mailbox.[1]

```
10/12 11:09 AM
NEW  3  OLD  1
```

On an ESI Cordless Handset, an "envelope" icon on the display also appears when you have at least one new message.

> **Note:** Message status information (shown in the example above as *NEW 3 OLD 1)* appears on an ESI desktop phone (except on a legacy 12-Key Feature Phone) only when new messages exist.

Retrieving voice mail messages from your ESI phone

If using an ESI phone other than the ESI 60 Business Phone

1. Press **VOICE MAIL**.

2. Enter your password if required (you may change the requirement for a password in user programming menu 5; see "Password," page C.5).

3. The ESI 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
```
ESI phone with two-line display

```
XYZ COMPANY
2145556789
NEW  10/12  12:30P  1:57
```
ESI phone with three-line display (also shows running playback time in reverse)

4. At the end of each message, the ESI system prompts you for instructions (see the chart, "Keys' functions during voice mail message retrieval," page D.6). 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.

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 as new **and** all others not deleted.

---

[1] A 12-Key Feature Phone will display only the date and time.

If using an ESI 60 Business Phone

> **Note:** If you're using an ESI 60D (digital) phone, there will be a two- to three-second delay in display performance when you enter or exit the visual voice mail feature described below. (There is no such delay in display performance in using visual voice mail on an ESI 60IP phone.)

1. Press **VOICE MAIL**.
   The first time you press **VOICE MAIL** (or whenever you press the scroll keys to move to a different page of voice mail messages or recordings), the upper display will show:

   ```
   VISUAL VOICEMAIL
     NEW 4   OLD 6
      PAGE 1 OF 7
   ```

2. Enter your password if required (you may change the requirement for a password in user programming menu 5; see "Password," page C.5).

3. You'll see that the phone's **lower** display has updated to display your eight most recent voice mail messages, with each new message highlighted.

   Use the **scroll keys below the lower display** to see the next eight messages (press the **left** scroll key to scroll **down** and the **right** scroll key to scroll **up**).

4. You'll also notice that each message is associated with **two** programmable feature keys — one on the **left** side and one on the **right** side.

   For each message, pressing **either** programmable feature key updates the **upper** display's first two lines with the message's full Caller ID information.

   What else happens will depend on which of the two programmable feature keys you press:

   - Pressing the **right**-side programmable feature key causes the message's time stamp to appear on the **upper** display's third line.
   - Pressing the **left**-side programmable feature key causes the message to begin playing.

5. To select the next voice mail message, press the appropriate programmable feature key.

```
<DOE JOHN
  NEW 12/10
<AA ROOFING
  NEW 12/10
<SUSAN CALV
  NEW 12/10
<PAUL S
  OLD 12/10
<HANSEN KEN
  OLD 12/10
<BILL H
  OLD 12/09
<EMERSON MI
  OLD 12/09
<SARAH W
  OLD 12/09
```

```
AA ROOFING
5555557436
NEW 12/10  11:43A  0:25
```

New message skip

When listening to new messages, press **9** twice (within two seconds) to save a message as new. This message will be played again as a new message the next time you access your voice mail.

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

Keys' functions during voice mail message retrieval from an ESI phone

Key	Function name	Description
1	**Pause**	Pauses for one minute or until you press **1** again.
2	**Time and date/ number toggle**[1]	Toggles the bottom line of the display between the message's time/date and the caller's number. *(Not available from an analog phone or off-premises location.)*
3	**Reply**	Replies to the originator of a message (possible only if message came from another user in the system). Record your reply at the tone and then press **1** to stop, after which the system returns you to your mailbox and the message to which you were replying.
4	**Back up (rewind)**	• If pressed **during** message playback, rewinds 4 seconds for each key-press. • If pressed **after** the playback has finished, returns to beginning of message.
5	**Fast forward**	Advances playback 4 seconds for each key-press. *(Not available from an analog phone or off-premises location.)*
6	**Move**	Moves a copy of the message to other users' mailboxes. You may move the copy with or without an introduction. After the move, the system returns you to your mailbox and the original message.
7	**Delete**	Deletes the message from the mailbox (see "Message Recycle Bin," page D.10).
8	**Fast-forward**	Fast-forward to end of message.
9	**Save**	Saves the message (it will play as an old message the next time you retrieve messages). *[See also the **Note** above this table.]*
9 9	**Save as new**	Skips over a new message and leaves it as a new message (*i.e.,* it will be played as a new message the next time you pick up messages). You must press the **9** key twice within two seconds.
REDIAL	**Auto-callback**	Exits your mailbox without erasing the message, and then automatically dials the number.[2] *(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 an ESI Cordless Handset, legacy 12-Key Feature Phone, analog phone, or off-premises location.)*
#	**Leave a message**	Lets you record a message in one or more mailboxes. At the prompt, enter the desired mailbox number. Press **#** and then enter up to 65 mailbox numbers, using the phone's dialpad and programmable feature keys. Mailboxes in a department count toward the maximum of 65.
✻	**Check other box**	Checks messages in another mailbox (may require a password, depending on the mailbox's setting; see "Password," page C.5).

Retrieving voice mail messages using another user's ESI phone

1. Press **VOICE MAIL** and then ✻.

2. Dial your extension number.

3. Follow the procedures described in "Retrieving voice mail messages from your ESI phone" (page D.4).

---

[1] Applicable to 24-Key Feature Phone only.
[2] A local call may not be dialed correctly depending on the limitations of the local dialing plan. You may need to dial some of these calls manually.

Virtual Mailbox Key

(Not available on ESI Cordless Handset or legacy 12-Key Feature Phone.)

If you frequently pick up your messages from another user's ESI phone or have others help pick up your messages, you may want to program a programmable feature key on that phone as a **Virtual Mailbox Key**™ for your mailbox. When you have new messages, the key will blink, press it to automatically connect to your mailbox. This feature does not affect your ability to pickup messages from your own phone.

> **Note:** Assign to the programmable key the following — **VOICE MAIL** ✶ and then either your extension number or your voice mailbox number (see "Programmable feature keys," page C.2).

Retrieving messages from an off-premises location

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

To retrieve your message from a remote location:

1. If the auto attendant's main greeting answers your call, press ✶ and enter your mailbox number. If the operator or another user answers your call, have the person transfer you (by pressing **VOICE MAIL** ✶ and then pressing your station key [or entering your mailbox number] and hanging up).

2. If required, enter your password.

3. The ESI system will announce the number of new and old messages, and will start playback of messages starting with the oldest new message and continue until all messages and recordings have played or you press ✶ to disconnect.

For more information, see page C.6.

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.
3	**Reply**	Replies to the originator of a message (possible only if message came from another user in the system). Record your reply at the tone and then press **1** to stop, after which the system returns you to your mailbox and the message to which you were replying.
4	**Back up (rewind)**	• If pressed **during** message playback, rewinds 4 seconds for each key-press. • If pressed **after** the playback has finished, returns to beginning of message.
5	**Access user programming**	Access certain user-programmable features. > **Note:** Fast forward is not available from a remote location.
7	**Delete**	Deletes the message from the mailbox (see "Message Recycle Bin," page D.10).
9	**Save**	Saves the message (it will play as an old message the next time you retrieve messages). *[See also the **Note** above this table.]*
9 9	**Save as new**	Skips over a new message and leaves it as a new message (*i.e.,* it will be played as a new message the next time you pick up messages). You must press the **9** key twice within two seconds.
8	**Main greeting**	Goes to the main greeting.
0	**Operator**	Transfers you to the operator.
#	**Leave a message**	Lets you record a message in one or more mailboxes. At the prompt, enter the desired mailbox number. Press **#** and then enter up to 65 mailbox numbers, using the phone's dialpad and programmable feature keys. Mailboxes in a department count toward the maximum of 65.
#	**To other mailbox**	To leave a message in another user's mailbox.
✶	**Disconnect**	Disconnects you from the system. Always press ✶ before hanging up (if you press it during message playback, the system will save the playing message and any other currently unsaved messages in your mailbox).

Live recording

(Not available on legacy 12-Key Feature Phone.)

> **Note:** To use this feature on an ESI Cordless Handset, it must have a programmable feature key set for key code **582**. (See "Optional features," page F.14.) It then functions like the **RECORD** key described herein.

To begin recording both sides of the conversation during a call, press **RECORD**. Recording will continue until either you press **RECORD** again, the call is completed or the maximum recording length[1] is reached (default is 10 minutes). To resume recording, you must press **RECORD** again. During recording, the **RECORD** LED will "flutter" (blink rapidly) green and *RECORDING* will appear on the display.

> **Note:** The Installer may have programmed your system to insert a short tone every 15 seconds while recording.

You can record any conversation, including a conference call[2] or service observing call (see "Service observing," page F.15). You also can make a **personal recording** — useful for recording personal reminders, in office conversations or meetings — by lifting the handset or pressing **SPEAKER** and then pressing **RECORD**. Internal dial tone will stop and recording of your station will begin until either **RECORD** is pressed again or you hang up, whichever occurs first.

> **Note:** Interruptions in conversation may compromise the quality of the recording.

Quick Move[TM]

The **Quick Move** feature is perfect for use by a receptionist or, indeed, anyone who receives a call that would be more appropriate for one or more other currently unavailable co-workers (for whom you have programmed station keys on your phone). Let's say someone calls and wants to speak to one of your co-workers. You say that the co-worker isn't there now but you'll be happy to let the caller leave a voice message. However, the caller protests that he doesn't "want to talk to a recording" and wants you to write down the message. Worse, you know that some of your other co-workers will want to hear what this caller has to say.

But here's all you have to do: just press **RECORD** and then, while recording (and "taking down" the message, as far as the caller knows), press the station keys for those to whom you wish to Quick Move the message. You can do this for as many stations as you have station keys programmed on your phone.

Each designated user's mailbox will receive the recording as a new message, but **your** mailbox will **not** have the recording. This feature saves you a number of steps — *i.e.*, you won't need to access your mailbox **and** move the recording **and** delete the recording from your mailbox.

Playback of recordings

If you have recorded conversations, they will play after your old messages, or you can access them directly by pressing **VOICE MAIL, RECORD**. This will play back the recordings, starting with the newest recording. Recordings can be handled just like other messages.

---

[1] Adjustable by only the Installer.
[2] Upon playback, a recording of a conference call can sound garbled if more than one person at a time is speaking.

Off-premises message delivery

To program this, press **PROG/HELP 6**.

Introduction

The ESI system can be programmed to deliver messages to an off-premises phone and/or to page you when your voice mailbox receives a message. You can set the phone number (cell phone, home number, another extension, etc.) and the pager number. You can further set the system to deliver only messages marked as urgent (see "Urgent messages," page D.10).

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-premises delivery number and a pager number, the system will prompt you to choose one of the following delivery options:

- Phone-only
- Pager-only
- Phone, then pager — Attempts phone delivery until the maximum number of attempts has been tried, then follows paging programming.
- Phone and page at the same time
- No off-premises delivery

> **Note:** If your system is using ESI Presence Management, your ESI Presence Management-related settings (**PROG/HELP 7 2**) will supercede your settings here. Consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn more about this information, and about additional, special functionality that may be available to you. If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence.*

Message delivery

. . . To a phone

Whenever your mailbox receives a new/urgent message (see "Urgent messages," *below)*, 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/urgent message.

You will then be connected to your mailbox and can proceed with normal remote operation (see "Retrieving voice mail messages from an off-premises location," page D.7).

. . . To an external pager

You can program **pager notification** to operate either as the sole notification method or in conjunction with phone delivery.

You can have the system call and activate your external pager whenever the first new/urgent 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:** You can toggle the feature on or off in user programming (**PROG/HELP 6 1**).

Refer to page C.6, option 6 ("External message notification"), for specific menu selections.

Urgent messages

You can have all new messages delivered or choose to have only **urgent messages** delivered. If you have enabled the urgent message feature as part of user programming (**PROG/HELP 6 4**), you must include, in your personal greeting, instructions for the caller to press **2** to mark the message as urgent. (See "Examples: Sample greeting 2" under "Personal greetings" on page D.1.) If you have new, urgent messages, your **VOICE MAIL** key's LED will "flutter" (blink rapidly) and, when you retrieve your messages, the system will play urgent messages ahead of other new messages.

Message Recycle Bin (un-delete)

The ESI system stores your 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 your mailbox as an old message.

Status indicator lamp

(Not on ESI Cordless Handset or legacy 12-Key Feature Phone.)

The red **status indicator lamp** is located at the top of an ESI 60 Business Phone, ESI 40 Business Phone, 48-Key Feature Phone, or 24-Key Feature Phone. The status indicator lamp indicates three conditions:

• **Phone is off-hook** — Light glows solid red.
• **Phone is ringing** — Light "flutters" continuously.

> **Note:** The light won't "flutter" if the ringer volume is turned off.

• **Phone has at least one new voice mail message** — Light blinks.

For example, if a user is wearing a headset, it can be difficult to know whether he/she is on a call. Therefore, just look at the status indicator lamp — if it's glowing solid red, the person is, indeed on a call.

> **Note:** If **more** than one of these three conditions is true at the same station, the status indicator lamp 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 status indicator lamp blink. However, if the phone begins to ring, the status indicator lamp 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 status indicator lamp glows solid red because the off-hook condition has the highest priority of the three conditions.

Setting up ESI Mobile Messaging

Programming e-mail addresses and .WAV attachment settings

> **Note:** In order for you to access the Mobile Messaging settings described in this section, this feature must first be enabled for your extension or guest mailbox by the System Installer or Administrator.

You can choose up to two e-mail destination addresses — called *Main E-Mail* and *Alternate E-Mail* — to which the ESI system will deliver an e-mail notification whenever you receive a new voice mail message.[1] Also, for each destination address, you can choose whether to receive a .WAV file attachment from each new voice mail message.

> **Example:** You might choose to receive attachments remotely while using the Alternate E-Mail setting, but not to receive attachments while using the Main E-Mail setting when in the office — or *vice versa*, depending on your needs and broadband access when away from the office.

- **Main E-Mail** — This is your **primary** e-mail address. It's where you wish to receive most, or all, of the e-mailed notifications from new voice mail messages.
- **Alternate E-Mail** — This is a secondary e-mail address at which you can receive e-mailed notifications of new voice mail messages.

You may use the same e-mail address for **both** the Main E-Mail and Alternate E-Mail settings. (For most users, this probably will be the case; but the Alternate E-Mail setting gives you added flexibility.)

It's necessary, first, to program into the ESI system an e-mail address for each of these two settings. You will accomplish this by using your ESI phone.

User programming settings for Mobile Messaging

In this section, you'll learn:

- How to switch your extension (or guest mailbox) between its Main E-Mail and Alternate E-Mail settings.
- How to program the destination address for each.
- How to select whether to include voice mail messages as .WAV attachments for each setting.

Keys pressed	Item
PROG/HELP 6	External message notification
PROG/HELP 6 5	Mobile Messaging options
PROG/HELP 6 5 1	Active E-Mail destination
PROG/HELP 6 5 2	Main E-Mail destination
PROG/HELP 6 5 3	Alternate E-Mail destination

First, some quick definitions:

- The **Active E-Mail** destination setting lets you choose the destination (either Main E-Mail or Alternative E-Mail) for e-mailed notifications when you receive new voice mail messages.
- The **Main E-Mail** and **Alternate E-Mail** destination settings let you program the Main E-Mail and Alternate E-Mail addresses, and — for each — select whether to include a .WAV attachment with each e-mailed notification of a new voice mail message.

> **Note:** Programming of the ESI Mobile Messaging parameters also can be accomplished through the use of *VIP* or *ESI Personal Programmer*. (These applications are mutually exclusive.)

---

[1] Although you can set up two destination e-mail addresses (Main and Alternate), the system will use only one at a time.

Active E-Mail destination for your extension

On your ESI phone:

1. Press **PROG/HELP 6 5** to reach the Mobile Messaging options.

2. Press **1** to reach the Active E-Mail setting. Then . . .

If currently set for . . .	. . . to switch to . . .	press . . .
Main E-Mail	Alternate E-Mail	**1** and then **#** to confirm
Alternate E-Mail	Main E-Mail	**0** and then **#** to confirm
[To keep your current setting]		**#** to confirm

3. Either **(a.)** hang up (or press **RELEASE**) to complete programming or **(b.)** skip to step 2 of "Main E-Mail and Alternate E-Mail settings for your extension" (next item).

Main E-Mail and Alternate E-Mail destinations for your extension

On your ESI phone:

1. Press **PROG/HELP 6 5** to reach the Mobile Messaging options.

2. Press either:

   • **2** to reach the Main E-Mail destination setting.
     . . . or . . .
   • **3** to reach the Alternate E-Mail destination setting.

3. Enter a destination address to which the ESI system will send notification e-mails when using the setting you selected (Main E-Mail or Alternate E-Mail) in step 2. You may enter up to 64 characters for this destination address.

   To enter each character, press the appropriate key on the ESI phone's dialpad until the desired character is displayed, and then press **#** to enter the character. **Exceptions** include:
   • To enter the "**@**" character, press **# #**.
   • To enter a dot (period), dash, or underscore, press **0** (zero) **#**.
   • To back up to a previously entered character, use the left scroll key (▼).

4. To confirm the address, press **#** once more.

5. Select whether to include a .WAV attachment with each e-mail notification while in the setting you selected in step 2, by pressing either:

   • **1** to include the attachment.
     . . . or . . .
   • **0** not to include the attachment.

6. Hang up (or press **RELEASE**) to complete programming.

Active E-Mail destination for your guest mailbox

On your ESI phone:

1. Press **PROG/HELP ✱**.

2. Enter the number, followed by the password, of the guest mailbox you wish to program.

3. Press **PROG/HELP 5 6 5** to reach the Mobile Messaging options.

4. Press **1** to reach the Active E-Mail setting. Then . . .

If currently set for . . .	. . . to switch to . . .	press . . .
Main E-Mail	Alternate E-Mail	**1** and then **#** to confirm
Alternate E-Mail	Main E-Mail	**0** and then **#** to confirm
[To keep your current setting]		**#** to confirm

5. Either **(a.)** hang up to complete programming or **(b.)** skip to step 2 of "Main E-Mail and Alternate E-Mail settings" (next item).

Main E-Mail and Alternate E-Mail destinations for your guest mailbox

On your ESI phone:

1. Press **PROG/HELP ✶**.

2. Enter the number, followed by the password, of the guest mailbox you wish to program.

3. Press **PROG/HELP 5 6 5** to reach the Mobile Messaging options.

4. Press either:

  • **2** to reach the Main E-Mail destination setting.
    . . . or . . .
  • **3** to reach the Alternate E-Mail destination setting.

5. Enter a destination address to which the ESI system will send notification e-mails when using the setting you selected (Main E-Mail or Alternate E-Mail) in step 4. You may enter up to 64 characters for this destination address.

  To enter each character, press the appropriate key on the ESI phone's dialpad until the desired character is displayed, and then press **#** to enter the character. **Exceptions** include:
  • To enter the "**@**" character, press **# #**.
  • To enter a dot (period), dash, or underscore, press **0** (zero) **#**.
  • To back up to a previously entered character, use the left scroll key (▼).

6. To confirm the address, press **#** once more.

7. Select whether to include a .WAV attachment with each e-mail notification while in the setting you selected in step 4, by pressing either:

  • **1** to include the attachment.
    . . . or . . .
  • **0** not to include the attachment.

8. Hang up (or press **RELEASE**) to complete programming.

Setting up twinning

> **Note** This feature is available only if your extension is authorized for trunk-to-trunk transfers. If you're not sure whether it is, consult your System Administrator.

With **twinning**, you can choose to have all calls that are directed to your extension ring an additional number, which can be either an internal extension or an outdial number.

When you receive a call twinned in this fashion, you'll be prompted to "press **1**" to accept the call. If you don't answer the call, the caller is returned to your voice mailbox on the ESI system.

If you're on a twinned call and need to transfer the call back to the ESI system, just press ✶**4** and you'll be given internal dial tone; then enter the extension number of the person you want to reach and press **#**. If you need to retrieve the call, just press ✶✶ and you'll be reconnected.

Enabling/disabling twinning

To **enable** twinning, press **PROG/HELP 6 6 1 1** and then press **#** to confirm.

To **disable** twinning, press **PROG/HELP 6 6 1 0** and then press **#** to confirm.

The **default** setting for twinning is **disabled**.

Twinning destination

To select a twinning destination:

1. Press **PROG/HELP 6 6 2**.

2. Use a scroll key (▲ or ▼) to select either *EXTENSION* or *OUTDIAL*.
   If you selected *OUTDIAL*, skip to step 4.

3. (This assumes you selected *EXTENSION* in the previous step.) Enter an extension number of up to four digits in length.

   > **Note:** Esi-Linked destinations are not supported.

4. (This assumes you selected *OUTDIAL* in step 2.) Enter a phone number of up to 24 digits in length; this number **must** include an outside line access code (**9**, **8**, or **71–76**) **before** the number. To enter special characters, backspace, and/or view the number after saving it, use a scroll key (▲ or ▼). To change the number, you must first delete it and then re-enter it as desired.

5. Press **#** to confirm.

The **default** setting for the twinning destination is *OUTDIAL*.

Optional voice mail feature: Guest mailboxes

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

A **guest mailbox** is perfect for someone such as an outside salesperson or manufacturing employee who doesn't have an internal extension assigned to him/her but still needs a mailbox. You can handle a guest mailbox as if it were a regular extension (*i.e.,* list it in the directory, assign a programmable feature key for transfer to it, etc.).

> **Notes:** A guest mailbox must have at least one personal greeting recorded to be activated and, thus, able to accept messages.
>
> If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you.
> If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence*.
>
> You also can use the off-premises "reach-me" feature (see page D.3) with a guest mailbox.

Personal greetings

You can record up to three different personal greetings in your own voice indicating your availability to return calls. Also, you can change the personal greetings as often as necessary by recording over a previously recorded personal greeting. (See "Select personal greeting," page D.1, to learn how to program these greetings.)

Retrieving guest mailbox messages from an ESI phone

To retrieve guest mailbox messages from an ESI phone, follow the same procedure described in "Retrieving voice mail messages using another user's ESI phone" (page D.6), except that you enter your *guest* mailbox number rather than an extension number.

Keys' functions during voice mail message retrieval

See the chart on page D.6.

Virtual Mailbox Key

See "Virtual Mailbox Key," page D.7.

Programming your guest mailbox from an ESI phone

Press **PROG/HELP** ✱, then the mailbox number and then **#** to confirm. You will be prompted to: record the greeting, change the password, enter an external paging number, or exit by hanging up.

You can record up to three different personal greetings in your own voice indicating your availability to return calls.

> **Tip:** If necessary, review "Personal greetings," page D.15 for options and sample greetings.

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

> **Warning:** **Do not** delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings turns off your mailbox.

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

1 Record personal greeting

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

> **Important:** Your mailbox will work only if at least one personal greeting exists for it.

2 Delete personal greeting

When prompted, press **2** again to confirm deletion. (See "Important" note, *above*.)

3 Hear current personal greeting

Password

See "5 Password," page C.5.

Off-premises message delivery

See "Off-premises message delivery," page D.9.

Message delivery to a phone or pager

See "Message delivery," page D.9.

Urgent messages

See "Urgent messages," page D.10.

Message Recycle Bin (un-delete)

See "9 Message Recycle Bin," page D.10.

ESI Mobile Messaging options

See "ESI Mobile Messaging options," page C.7.

> **Note**: This feature is available only if your ESI system is using ESI Mobile Messaging. If you're not sure whether it is, consult your System Administrator

Optional voice mail feature: Group/broadcast mailboxes

> **Important:** This is a special, optional feature not explained in the tutorial. Be sure to get your group mailbox number from the administrator.
>
> Any user can use the **Quick Groups**™ feature to send a message to any combination of users (up to 65) without having to create specific group mailboxes. No programming is required to initiate Quick Groups. Group mailboxes are used if the members of the group rarely change or if members want to be able to easily leave messages for one another, *etc.*

Introduction to group mailboxes

Group mailboxes let you broadcast a "master" message to all **members** of a pre-defined group of users (or guest mailboxes). When you record a master message in the group mailbox, the ESI system instantly copies it into the mailbox of each member who has recorded a personal greeting.

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

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

> **Warning:** If you delete the master message from the group mailbox, all remaining copies will automatically be deleted from the member's mailboxes.

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

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

Introduction to the broadcast mailbox

For easily contacting all system users, the ESI system's broadcast mailbox automatically consists of all **station** mailboxes (not guest mailboxes) **with personal greetings recorded.**

Leaving a group message

Call the mailbox number and enter the appropriate password (if required).

Deleting a group message from the group mailbox

Enter group mailbox programming by pressing **VOICE MAIL**, ✳, and the group mailbox number. You will hear any previously recorded group messages not yet deleted by all members of the group. Delete by pressing **7**. Exit by hanging up.

Programming a group mailbox

Press **PROG/HELP** ✳ followed by the group mailbox number. You will be prompted to record the mailbox greeting, change the password, or edit the list of members. Exit by hanging up. For frequent access to leave group messages, program a group mailbox number as a programmable feature key. (See "Programmable feature keys," page C.2).

Virtual Mailbox Key

To help monitor that all messages have been picked up, you can program a programmable feature key on any ESI phone as a **Virtual Mailbox Key** for the group mailbox. When new messages exist, the key will blink rapidly; press it to connect automatically to the mailbox. Program the programmable feature key with **VOICE MAIL** ✳ followed by the mailbox number (see "Programmable feature keys," page C.2).

Optional voice mail feature: Cascade notification mailboxes

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

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

If a cascade notification mailbox receives a new message, the ESI system dials the first number for a set number of times. If it receives no response, the ESI system then dials a second number for a set number of times. If, again, there is no response, the ESI system dials the third number; and the system then dials all three numbers, in sequence, until someone does finally retrieve the message. This is useful for a variety of individuals who must be "on-call" after hours, such as doctors, plumbers, technical support representatives, wrecker drivers and volunteer fire fighters.

Programming your cascade notification mailbox

Cascade mailbox options

You can program up to three external numbers, of up to 24 digits each, to be called or paged whenever the mailbox takes a new or urgent message. The system will dial the first number (for the number of times listed), then dial the second paging number (for the number of times listed), and finally dial the third number, continuing in this sequence to call all three numbers until the message has been retrieved.

1. MB	2. 1st Number	3. Type	4. Attempts	5. 2nd Number	6. Type	7. Attempts	8. 3rd Number	9. Type
540	2145553232	PHONE	2	2145554254	PHONE	3	2145555452	PAGER

To program a cascade mailbox, press **PROG/HELP ✳** and the mailbox number, followed by **#**. Then, if prompted, enter the password (the default password is the same as the mailbox number). If this is the first time you've programmed the mailbox, it will prompt you to record the mailbox greeting. Otherwise, press **6 1** to enter programming of the following cascade mailbox options:

1. **The mailbox number** — [Then press **1** to enter number programming, and proceed to Step 2.]

2. **First number** — The number to be dialed (**without** the CO line group)*.*

3. **Type** — *PHONE* or *PAGER*. Use scroll keys to select.

4. **Attempts** — How many times the system will call before adding the second number.
   Range: 0–99 (*0* immediately pages all numbers). **Default:** 1.

5. **Second number** — The number to be dialed (**without** the CO line group).

6. **Type** — *PHONE* or *PAGER*. Use scroll keys to select.

7. **Attempts** — How many times the system will call before adding the third number.
   Range: 0–99. **Default:** 1.

8. **Third number** — The number to be dialed (**without** the CO line group)*.*

> **Note:**   Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. Press **#** to confirm the inserted character and continue. Press **# #** to complete the entry.
> To change the number, delete and then re-enter it.

Cascade notification parameters

The cascade notification mailboxes will use the same CO line group and pager dialing pause as programmed by the Installer.

Notification interval

To program the notification interval parameter for a cascade notification mailbox:

1. From the programming menu for that mailbox, press **6 2**.

2. Enter the number of minutes for the interval between attempts.
Range: 1–1440. **Default:** 30.

> **Notes:** Enter **only** the number; **do not** include a line access code (such as **9**). Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.
>
> For those situations where more than one cascade notification mailbox is in operation, the ESI phone system automatically sends the mailbox number to the display of a cell phone or digital pager, to indicate **which** mailbox has new messages.

Retrieving cascade notification mailbox messages

Retrieving messages when off-premises

If using an off-premises phone

1. Your off-premises phone will ring. When you answer, you'll hear: "You have new messages in mailbox number [xxx]. Please enter your password. To stop notification, press the ✶ key."

2. Enter the mailbox number and (if necessary) password. The system then will play any new messages in the cascade notification mailbox.

If using a pager

1. Call the main number.

2. If the auto attendant main greeting answers, press ✶ and the cascade paging mailbox number. If a live operator answers, have the operator transfer you (by pressing **VOICE MAIL** and ✶, followed by entry of the cascade paging mailbox number).

Retrieving messages when using an ESI phone

Press **VOICE MAIL** ✶ and then enter the mailbox number.

Virtual Mailbox Key

See "Virtual Mailbox Key," page D.7.

Message Recycle Bin (un-delete)

See "Message Recycle Bin," page D.10.

Optional voice mail feature: Q & A mailboxes

> **Important:** This is a special, optional feature not explained in the tutorial. Be sure to get your Q & A mailbox numbers from the Administrator.

Q & A (question and answer) **mailboxes** allow you to ask callers for more detailed information, such as on an employment questionnaire or a survey.

As a Q & A mailbox owner, you can record up to 10 questions. The system groups the individual answers and plays them back as a single message (separated by short beep tones). Normal message handling capability — delete, save, etc. — applies to all answers within the message.

> **Note:** Each **answer** can have a maximum length of a regular message as programmed by the Installer.

Include in the first question instructions to conclude each answer by pressing **1** or to pause for the next question: "*Record your name at the tone, then press 1 or pause for the next question.*" [Next:] *"Record your address at the tone…"* [etc.]

At the conclusion the caller can be forwarded to another extension, mailbox, or automatically disconnected. Include in the last question the appropriate information such as: "This is the last question. After you have finished, please hang up…."

> **Note:** If the caller does not respond to two questions in a row, the call will be disconnected.

A Q & A mailbox is turned "on" only when at least one question has been recorded. Deleting all its questions will turn "off" the mailbox.

Programming Q & A mailboxes

1. Press **PROG/HELP** ✶ followed by the Q & A mailbox number.

2. You will be prompted to do one of the following:

   (a.) Record the questions

   . . . or . . .

   (b.) Change the password

   . . . or . . .

   (c.) Access previously deleted messages.

   (See the following explanations.)

3. When finished, exit by hanging up.

(Continued)

1 Select question

Select the desired question number, 1–10. the ESI system will play the question and give you the option to perform one of the following:

1 *Record question*

Begin recording at the tone; press **1** to stop. The new question automatically replaces the old one with that question number.

> **Note:** The mailbox will not be enabled if **no** questions exist.

2 *Delete question*

When prompted, press **2** again to confirm deletion. If you delete a question in the middle of a list without replacing it, the playback numbers of the other messages will not change (this is important only for your knowledge in programming, since the system itself won't introduce each question to the caller as "Question 3," "Question 6," *etc.*).

> **Example:** If you deleted question number 3 out of 5 questions, the system would play only questions 1, 2, 4, and 5 to a caller. When you retrieve the playback, two beep tones will separate answers 2 and 4.

3 *Hear current question*

2 Password

The password may consist of two to eight digits followed by # (*0* cannot be the first digit). If you prefer not to have to enter a password, enter **0** as the entire password.

9 Message Recycle Bin (un-delete)

The ESI system stores your most recently deleted 10 messages in a **Message Recycle Bin** to let you recover, or "un-delete," messages that may have been deleted in error. Press **9** to advance through deleted messages. Press **8** to restore a message to your mailbox as an old message.

Retrieving messages from an ESI phone

Press **VOICE MAIL**, ✶ , and the mailbox number.

Virtual Mailbox Key

See "Virtual Mailbox Key," page D.7.

Retrieving messages when off-premises

1. Call the main number.

2. If the auto attendant main greeting answers, press ✶ and the Q & A mailbox number.
   If a live operator answers, have the operator transfer you (by pressing **VOICE MAIL** and ✶, followed by entry of the mailbox number).

ESI 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.4), monitor mode, etc.), and — on an ESI desktop phone (other than the legacy 12-Key Feature Phone) — the system's current line usage. The line usage display you see will depend on (a.) how many phone lines you have and (b.) which display, two-line or three-line, your ESI phone has.

> **Notes:** An ESI Cordless Handset's display is similar to that of the two-line display shown below; one difference is that a Cordless Handset **doesn't** show line usage.

- **If your system has a smaller number of phone lines** (18 or fewer if you're using an ESI phone with a three-line display; 16 or fewer if you're using an ESI phone with a two-line display), each block on the display's bottom line will represent an individual phone line (as in the examples, *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.

Two-line display
with 16 or fewer phone lines

```
3/10 4:59 PM
□□■□□□□□□□□□■■■■
```

Three-line display
with 18 or fewer phone lines

```
3/10 4:59 PM

□■□■□■■□□□■□□□■□□
```

▮ *Line in use*

◻ *Available line*

- **If your system has a greater number of phone lines** (19 or more if you're using an ESI phone with a three-line display; 17 or more if you're using an ESI phone with a two-line display), the display's bottom line will provide an approximate representation of the phone lines in use (shown at *right)*.

Two-line display
with 17 or more phone lines

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

A high percentage of phone lines in use

Three-line display
with 19 or more lines

```
3/10 4:59 PM

...|||..|.|.|||...|..|||..||.|..|||..|
```

A high percentage of phone lines in use

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

Your ESI phone may come with an available backlit display, for higher readability under a wider variety of lighting

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

Fewer phone lines in use

```
3/10 4:59 PM

...|||..|.|.|.|..|..||..............
```

Fewer phone lines in use

▮ *Line in use*

▪ *Available line*

conditions. Although its contrast cannot be adjusted, its brightness can be adjusted while the phone is idle by pressing the **scroll keys** (▼ and ▲) and selecting *ALWAYS ON HIGH*, *MEDIUM*, *LOW*, *WITH ACTIVITY*, or *OFF*.

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*.

---

[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

Programmable feature keys

The phone's **programmable feature keys** have been pre-programmed by the installer. The following chart indicates the number of programmable feature keys on each ESI phone that your ESI system supports:

ESI phone model(s)	Number of programmable feature keys
ESI 60 Business Phone	48
ESI 40 Business Phone	16
48-Key Feature Phone	30
24-Key Feature Phone	12
ESI Cordless Handset II	8
12-Key Feature Phone (legacy product)	9
ESI Cordless Handset (original; legacy product)	4

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 "Station programming," page C.1).

> **Important:** Each ESI Cordless Handset has a combination **TRANS/CONF/PRG** key that you should press when this *User's Guide* instructs you to press **PROG/HELP**.[1]

> **Note:** To use voice mail, conference calling and mute/DND on a legacy 12-Key Feature Phone, **or** to use call recording or do-not-disturb mode on an ESI Cordless Handset, you must program these features into programmable feature keys (see "Optional features," page F.14).

Fixed-feature keys

The **fixed-feature keys** on the phone are permanently labeled as to their usage. The **FLASH/REDIAL** and **MUTE/DND** key on an ESI phone each have two purposes; your ESI 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.

Phone overlays

Each ESI phone comes with one overlay for the programmable feature keys. To order additional overlays, visit the DESI™ Web site, **www.desi.com.** While there, you may also want to download the free *Windows*-based software, *DESI Lite*, which allows you to print on the overlays. For assistance with DESI products, contact DESI (the DESI Web site contains contact information).

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[1] Each Cordless Handset has no access to the system's Verbal User Guide ("help mode").

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.

- **Amber** indicates the station's status, either in DND mode or:
  — With ESI Presence Management[1], off-premises.
  — With ESI Cellular Management[2], not connected.

- 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.13.)

> **Note:** Each ESI Cordless Handset has only red LEDs, and only on its programmable feature keys. The illumination activity (such as blinking) otherwise is similar to that described above.

SPEAKER key and speakerphone operation

> **Note:** The ESI Cordless Handset models and legacy 12-Key Feature Phone each lack a speakerphone.

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[3] — press **SPEAKER** while on a handset conversation **but do not hang up the handset.**

Hands-free answer (internal calls only)[4]

> **Note:** To use this feature on an ESI Cordless Handset, you must be using a headset.

You can program your phone either 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.

Volume/scroll keys

The two smaller keys labeled ▲ and ▼, located just above the dial pad, serve multiple 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.

- **Controlling the display backlighting** on an ESI desktop phone with an available backlit display — The choices are always-on-low, always-on-medium, always-on-high, on-with-activity, and off.

> **Note:** Each ESI Cordless Handset lacks scroll keys, and thus doesn't support features like Esi-Dex or Virtual Mailboxes.
>
> To control volume on a Cordless Handset, use the buttons on the Handset's side.

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[1] For more information about this optional product, see *www.esi-estech.com/presence*.
[2] For more information about this optional product and its lamp appearances, see *www.esi-estech.com/BT*.
[3] Group listening must be enabled by the Installer.
[4] The 12-Key Feature Phone supports only hands-free **listening**. To **answer**, you must pick up the handset.

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," pp. D.1–D.21) and your station will be placed in DND.
	On each Cordless Handset, muting is handled by the side-mounted **MUTE** button. For DND capability, assign key code **578** to a programmable feature key (see "Optional features," page F.14).
	If your phone system is using ESI Presence Management, your phone's **MUTE/DND** key won't turn amber when you exit the building using your electronic key; for more details, refer to the *ESI Presence Management User's Guide* (ESI part # 0450-0793). If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence*.

Soft feature keys

Soft feature keys are *dynamic:* when used, they constantly change your ESI phone's status. These soft keys, located under the display, include **ESI-DEX**, **PROG/HELP** and **scroll keys** (▼ and ▲). Along with spoken and displayed commands, they guide you through the use of Esi-Dex (page F.2), various programming activities and controlling the volume of your phone's handset and speaker.

Dial tone

When you first lift your handset, you will hear an **internal dial tone** that allows you to call other stations or perform other internal functions. To gain an **outside** dial tone, dial **9** (or **8** or **71–76**)[1] 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.)

Note:	On an ESI Cordless Handset, to receive:

- . . . internal dial tone, press **TALK**.
- . . . external dial tone, press **9** (or **8** or **71-76**).[1] (If the Handset is in sleep mode, press **TALK** first.)

---

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

Basic phone use

Outside calls

To answer (double-ring cadence): Lift the handset **or** press **SPEAKER**. If using a Cordless Handset, either press **TALK** or remove the Cordless Handset from its charging cradle.

To place: Lift the handset **or** press **SPEAKER**. Then either press an unlit line key or dial **9** (or **8** or **71–76**)[1] to be assigned an outside dial tone. On a Cordless Handset, press **TALK** and dial **9** (or **8** or **71–76**).[1]

To hang up: Replace the handset **or** press **RELEASE or** — if using the speakerphone — press **SPEAKER**. If using a Cordless Handset, press **TALK** or put the Handset in its charging cradle.

> **Important:** If you're using a VoIP-enabled system, be aware that your outside phone lines' quality can affect the audio quality of local and remote IP phone(s). Due to the interface between advanced, packet-based phone systems and the traditional public telephone network, a poor-quality phone line can degrade audio quality, causing an echo on outside calls. An **occasional** echo isn't unusual and doesn't necessarily indicate a problem with your system or lines; however, if this problem occurs **persistently**, contact your Certified ESI Reseller for assistance.

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**. If using a Cordless Handset, either press **TALK** or remove the Cordless Handset from its charging cradle. (To receive a "hands-free-answer" call on a Cordless Handset, you must be using a headset.)

To place: Lift the handset and dial the extension number or press a station key (see "Direct station selection," page E.6). On a Cordless Handset, press **TALK** or dial the extension.

To hang up: Replace the handset or press **RELEASE** or press the station key again or — if using the speakerphone — press **SPEAKER**. If using a Cordless Handset, press **TALK** or put the Handset in its charging cradle.

> **Shortcut for either outside or internal calls on speakerphone-equipped ESI phones:**
> If you press a station key or dial an extension number, the phone system automatically activates the speakerphone.

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

Direct station selection

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

If a station key's LED is . . .	The station assigned to that key is . . .
Unlit	Available; currently unused
Red; steadily lit	In use
Red; blinking	Ringing from another call
Green; steadily lit	Connected to you (including via voice mail)
Green; blinking	Ringing from your call, or calling you
Amber; steadily lit	In DND mode[1]

> **Note:** Each ESI Cordless Handset has only red LEDs, and only on its programmable feature keys. The illumination activity (such as blinking) otherwise is similar to that described above.

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:

   • Replace the handset.
   • If in hands-free mode, **either** press the station key again **or** press **SPEAKER**.
   • Press **RELEASE.** (With a Cordless Handset, press **TALK** or put the Handset in its charging cradle.)

If you press a key for a station that's in use (red; steadily lit), you will "camp onto" the station, where its phone's display will tell its user that you're waiting (see "Call waiting," page E.13).

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.

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

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[1] If your phone system is using ESI Presence Management, your phone's **MUTE/DND** key won't turn amber when you exit the building using your electronic key; for more details, refer to the *ESI Presence Management User's Guide* (ESI part # 0450-0793). If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence.*

Supervised transfer — announcing the caller to the called person

1. While connected to an outside call, press a station key (**or** press **TRANSFER** and then dial the extension number) and **wait** until the called person answers.

2. Announce the caller (*e. g.,* "Hello; I've got Bill on the line and I'm transferring him to you now.")

3. Hang up.

> **Note:** If the transferred-to person doesn't answer in step 1, press the station key again **or** press **FLASH/RDL** (or **FLASH** on certain legacy phones) to be reconnected to the original caller.

. . . to another phone number (trunk-to-trunk transfer)

> **Important:** USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESTECH SYSTEMS, INC. BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS, OR ANY OTHER COSTS OR DAMAGES RELATED THERETO, ARISING FROM THE USE OF THESE FEATURES.

Blind transfer

1. While connected to an outside call, press **TRANSFER** and then the line access code (9, 8, or 71–76), and then the telephone number to which you want to transfer.

2. Hang up. Now both outside lines are connected via a trunk-to-trunk connection.

> **Note:** If, at any point during the trunk-to-trunk transfer, you wish to return to the original call (*e.g.*, perhaps you received a busy signal at the remote end, or the recipient simply won't take the call), just press **FLASH/RDL** (or **FLASH** on certain legacy phones). This disconnects the second outside connection, returning you to (and removing from hold) the original call.

Supervised transfer — announcing the caller to the called person

1. While connected to an outside call, press **TRANSFER** and then the line access code (9, 8, or 71–76); then dial the phone number to which you want to transfer, and **wait** until the called person answers.

2. Announce the caller (*e. g.,* "Hello; I've got Bill on the line and I'm transferring him to you now.")

3. Hang up. Now both outside lines are connected via a trunk-to-trunk connection.

> **Note:** If, at any point during the trunk-to-trunk transfer, you wish to return to the original call (*e.g.*, perhaps you received a busy signal at the remote end, or the recipient simply won't take the call), just press **FLASH/RDL** (or **FLASH** on certain legacy phones). This disconnects the second outside connection, returning you to (and removing from hold) the original call.

. . . to a voice mailbox

Transferring a caller to a mailbox to leave a message

1. While connected to an outside call, press **VOICE MAIL** and the appropriate station key — or, if your phone has no station key programmed for this destination, press **VOICE MAIL**, and then dial the extension number.

2. You and the caller will be connected to that user's personal greeting. You may choose either to hang up immediately or listen to a portion of the personal greeting (*i. e.,* to assure yourself that you have placed the caller into the correct mailbox).

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

Transferring a user to his/her own mailbox for message pickup

You can transfer a user who's calling from the outside directly to his/her mailbox for message pick-up by pressing **VOICE MAIL ✶** and the appropriate station key, **or** dialing the mailbox number and hanging up.

. . . to the main greeting

To transfer an outside caller to the main greeting, press **VOICE MAIL** and hang up.

Transferring an internal call . . .

. . . to another station

Blind transfer

1. While connected to an internal call, press **TRANSFER** and then either press a station key or dial an extension number.

2. Hang up.

Supervised transfer — announcing the caller to the called person

1. While connected to an internal call, press **TRANSFER** and then either press a station key or dial an extension number; then, **wait** until the called person answers.

2. Announce the caller (*e. g.,* "Hello; I've got Bill on the line and I'm transferring him to you now.")

3. Hang up.

. . . to another phone number

Blind transfer

1. While connected to an internal call, press **TRANSFER** followed by the line access code (9, 8, or 71–76) and the telephone number to which you want to transfer.

2. Hang up.

Supervised transfer — announcing the caller to the called person

1. While connected to an internal call, press **TRANSFER** followed by the line access code (9, 8, or 71–76) and the telephone number to which you want to transfer, and wait until the called person answers.

2. Announce the caller (*e. g.,* "Hello; I've got Bill on the line and I'm transferring him to you now.")

3. Hang up.

. . . to a voice mailbox

Transferring a caller to a mailbox to leave a message

1. While connected to an internal call, press **TRANSFER**, then press **VOICE MAIL**, and then press a station key or dial an extension number.

2. You and the caller will be connected to that user's personal greeting. You may choose either to hang up immediately or listen to a portion of the personal greeting (*i. e.,* to assure yourself that you have placed the caller into the correct mailbox).

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

Conference calling

To create a **conference call**:

1. Establish the first call.

2. Press **CONF**[1] 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.

> **Notes:** Repeat these steps to add each additional member to the conference.
>
> A maximum of 16 members can be in a single conference.
>
> Speed-dial keys cannot be used during conferencing if you already have obtained phone line dial tone (also known as *CO dial tone*).

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.14), 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.

Privacy release

This feature makes it easy to "conference-in" on a call: just press a line key assigned to the outside line the call is using, and you'll automatically join the call.[2]

---

[1] If you're using an ESI Cordless Handset, use the **TRANS/CONF/PRG** key each time these instructions tell you to use **CONF**.
[2] This feature may not be available on your system, depending on how it has been programmed. If you wish to enable this feature on your system, contact your System Administrator.

Call forwarding

Your station has been pre-programmed by the installer to **"call-forward"** your phone when it is busy or does not answer (usually to your mailbox). In addition, you can temporarily call-forward all of your calls to another station or another user's mailbox.

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

On an ESI 60 Business Phone, ESI 40 Business Phone, or 48-Key Feature Phone:

1. Press **CFWD** to use the call forwarding feature.

2. To **turn off** call forwarding, press **CFWD ✶**.

On the 24-Key Feature Phone, an ESI Cordless Handset, or the legacy 12-Key Feature Phone:

1. Assign code **5 6 5** to a programmable feature key (see "Programmable feature keys," page C.2). This will make it a "call-forward all-calls" key.

2. Press the key you programmed in the previous step and dial the extension number (or **VOICE MAIL** and then the mailbox number) to which the system should forward all calls.

3. To **turn off** call forwarding, dial **5 6 5 ✶** without selecting a destination and then hang up.

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

Call forwarding/no-answer

> **Note:** The ESI Cordless Handsets and legacy 12-Key Feature Phone do not support call forwarding/no-answer.

One special form of call forwarding your phone can do is called **call forwarding/no-answer.** As the term implies, it's a forwarding that occurs only after a call to your extension goes unanswered; so, essentially, this gives you a chance to answer the phone in case you're there and wish to take the call, but automatically forwards as programmed if you're either away from your phone or just choose not to take the call. You can set your phone to call-forward/no-answer to an extension or mailbox. For you to set this, the extension must have a call-forward/no-answer key assigned with code **5 6 7** (see "To set or cancel call forwarding/no-answer," *below*).

When you set call forwarding/no-answer:

- Outside calls coming into the extension will ring there for a predetermined time and then be forwarded to a designated extension or mailbox.
- If the call isn't answered within a predetermined time, the caller will be routed to the original extension's voice mailbox.
- If the extension is in DND mode, the call will be forwarded immediately to the extension or mailbox.
- If the extension is busy — *i.e.*, off-hook on another call — and not in DND mode, call forwarding/no-answer will **not** be followed; instead, call waiting will be initiated (if allowed) and if the call is not answered, will follow the fixed call forward setting (normally your voice mailbox).

To set or cancel call forwarding/no-answer:

1. Assign code **5 6 7** to a programmable feature key (see "Programmable feature keys," page C.2). This will make it a call-forward/no-answer key..

2. Press the programmed call-forward/no-answer feature key and enter the extension or mailbox to which you are forwarding.

3. Press **#** to confirm.

4. Press a scroll key (▲ or ▼) to select either *ENABLE* or *DISABLE* for call forwarding/no-answer.

5. Press **#** to confirm.
   The call-forwarding/no-answer key will be lit solid green to indicate that call forwarding/no-answer is active, and will not be lit if call forwarding/no-answer is disabled.

Call forwarding/off-premises

You may[1] also be able to call-forward to an outside number. This is called **call forwarding/off-premises**. When this is set, outside calls that are directed to your extension will be forwarded to the outside number. If the call isn't answered[2] in time, the caller will be routed to the extension's voice mailbox.

To set:

1. Press **CFWD** (or a programmable feature key to which you have assigned **5 6 5**).

2. Enter the number (**including the line group access code**, such as "9") to which you're forwarding.

3. Press **#** to confirm.

> **Example:** To call forward to 214 555-4141, press **CFWD** (or the programmable feature key to which you have assigned **5 6 5**) and dial **9 2 1 4 5 5 5 4 1 4 1 #** .

To cancel:

1. Press **CFWD** (or a programmable feature key to which you have assigned **5 6 5**).

2. Press ✱ to cancel.

Call forwarding/no-answer/off-premises

> **Note:** The ESI Cordless Handsets and legacy 12-Key Feature Phone do not support call forwarding/no-answer.

You may[1] also be able to call-forward/no-answer to an **outside** ("off-premises") number. This is called **call-forward/no-answer/off-premises**. When this is set, outside calls that are directed to your extension will ring for a predetermined time, and then be forwarded to the outside number. If the call isn't answered[2] in time, the caller will be routed to the extension's voice mailbox.

To set or cancel:

1. Press an assigned call forwarding/no-answer programmable feature key (if necessary, review the instructions on page E.11).

2. Enter the number (**including the line group access code**, such as "9") to which you're forwarding.

3. Press **#** to confirm.

4. Press a scroll key (▲ or ▼) to select either *ENABLE* or *DISABLE* for call forwarding/no-answer.

5. Press **#** to confirm.
    The call-forwarding/no-answer key will be lit solid green to indicate that call forwarding/no-answer is active, and will not be lit if call forwarding/no-answer is disabled.

> **Notes:** If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence*.
>
> If your system is on a PRI (ISDN Primary Rate Interface) line, and an outside caller is forwarded off-premises to you (*e.g.*, your cell phone when you're away from the office), you can view his Caller ID[3] when you have set either call forwarding/off-premises or call forwarding/no-answer/off-premises.

---

[1] Your system may not support this feature, or your extension may not be allowed to have this feature. Contact your ESI Reseller for more information.
[2] You must press **1** to answer the forwarded call (just as with off-premises "reach-me"; see page D.3).
[3] For such external viewing of this data, the off-premises phone must have Caller ID service. (All cellular phones and service plans include Caller ID service.)

Call waiting

If you've enabled **call waiting** for your station (**PROG/HELP 3 1**) and a second call comes in while you're on another, a tone in your earpiece and the bottom line of your display will indicate that a second call is waiting. You can ignore the waiting call and it will be transferred to your mailbox (or other destination set by the Installer). To **toggle between** the two calls, press **FLASH/RDL** (or **FLASH** on certain legacy phones). To **drop** either call, press **RELEASE** while connected to the call to be dropped: this disconnects it and automatically re-connects you to the other call.

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're 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 0:31
```
ESI phone with two-line display

```
→XYZ COMPANY
 SMITH, JOE
            4:12
```
ESI phone with three-line display

(In this example, Joe's call is being transferred to you; it's been in the system for 31 seconds.)

2. You press **FLASH/RDL** (or **FLASH** on certain legacy phones) and are connected to Joe. Note how the arrow moves to indicate the change of connection:

```
 XYZ COMPAN 4:13
→SMITH, JOE 0:32
```
ESI phone with two-line display

```
 XYZ COMPANY
→SMITH, JOE
            0:32
```
ESI phone with three-line display

> **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 phone, is glowing red). This generates a call waiting tone in the other station's earpiece and puts a call waiting indication on the bottom line of that station's display, as explained in "Call waiting display" *(above).* If the person ignores the call waiting, your call or the transferred call will be forwarded to the person's mailbox (or other destination set by the installer).

Background announce feature

(Not available on legacy 12-Key Feature Phone.)

During call waiting, you can also make a brief, private **background announcement** to the station's earpiece (if its user has enabled the background announce feature; see "Station options," page C.4). A background announce key must have been programmed at your station (code **5 6 9**; see pp. C.2–C.3).

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

2. Release the key when you're finished speaking.

> **Note:** This feature works only between ESI phones (*i.e.*, non-ESI analog phones on the system can neither send nor receive background announcement) — 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.

---

[1] A legacy 12-Key Feature Phone shows only the first caller. Even if you hang up from the first call, the second call's Caller ID info won't appear.

Hold/exclusive hold operation

The difference between hold *and* exclusive hold

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

- **Hold** allows **anyone** on the ESI system to retrieve the call. Users connected to outside (or Esi-Link) 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. Station calls that are put on hold are displayed as "virtual" lines.
  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** keeps the call **only** at the station where the user pressed **HOLD**.

> **Note:** The way the **HOLD** key operates will depend on how **HOLD** key operation was programmed by the Installer. (If you're unsure about which hold feature is activated when following the instructions, contact your System Administrator.) For future reference, place a checkmark next to the feature that's activated — either **hold** or **exclusive hold** — when you follow the instructions.

☐ *Hold*   ☐ *Exclusive hold*

To place a call on hold

While on a call, press **HOLD** to place the call on hold. The **HOLD** key LED will light **solid** red on your ESI phone and will blink red on all other phones. Also, your ESI phone's display will show the quantity, and numerical line identifications, of the calls currently on hold throughout your ESI system:

ESI phone with two-line display

```
CALLS HOLDING: 3
          R11 9 12
```
Oldest (and recalling)   *Newest*

ESI phone with three-line display

```
7/18 5:02 PM
CALLS HOLDING: 3
          R11 9 12
```
Oldest (and recalling)   *Newest*

12-Key Feature Phone (legacy product)

```
      R11 9 12 3
```
Oldest (and recalling)   *Newest*   *Calls holding*
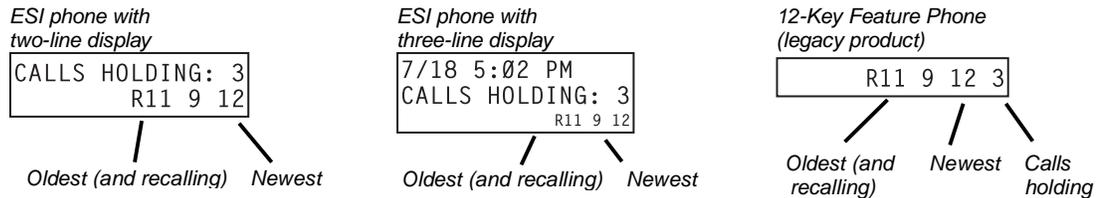
To retrieve a held call

To retrieve a held call from the same ESI 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 phone on the system, press **HOLD** and dial the appropriate line number. If retrieving a call from a different Esi-Link location, press **HOLD** followed by a Esi-Link Location Key and then dial the appropriate line number from the Esi-Link location (for more on Esi-Link, see p H.1). After call retrieval, the ESI phone display will update to show lines currently holding calls.

> **Notes:** If your phone has any line keys programmed (see page F.13), 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. On the phone where the call was originally placed on hold, such a line key will blink green.
>
> If your phone has station keys programmed (see page C.3), each will **slowly blink** when a call involving its assigned station is placed on hold. If you were the one who placed it on hold, the blink will be **green**; otherwise, the blink will be **red**. To retrieve the call, just press the station key.

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.

□ *Hold* □ *Exclusive hold*

To place a call on exclusive hold

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

ESI phone with two-line display

```
→JOES PLUMBING
 EXCLUSIVE HOLD
```

ESI phone with three-line display

```
→JOES PLUMBING
 EXCLUSIVE HOLD
              E12
```

12-Key Feature Phone (legacy product)

```
EXCLUSIVE HOLD
```

. . . and then return to its normal state. This exclusive hold will cause the **HOLD** key to light solid red on just that ESI 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 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 pp. C.2–C.3) that you know is pre-programmed for that outside (or "virtual") line or station. This will reconnect you immediately to the call.

(c.) Press **HOLD** briefly and dial the appropriate line number. **Only** the ESI 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 phone, because no other ESI phone can retrieve that call.) In the example below, the ESI phone has a call on exclusive hold on line 12.

ESI phone with two-line display

```
7/18 3:24 PM
HOLD RECALL: E12
```

ESI phone with three-line display

```
7/18 3:24 PM
HOLD RECALL: E12
```

12-Key Feature Phone (legacy product)

```
HOLD RECALL
```

Paging

Your ESI system can be programmed to allow **paging** through an **overhead paging system** and/or paging through some (if page zones have been created) or the speakers of all of the system's ESI phones.

Overhead paging

If the ESI system has been connected to an overhead paging system, you can page by assigning **5 9 9** to a programmable feature key (see pp. C.2–C.3) to make it an **overhead paging key**. Then, you can page by pressing this key, waiting for the two tones, and making your announcement.

Paging through phones

Press **PAGE**[1] **0** to page through the speakers of all of the ESI phones. Press **PAGE** and then enter a programmed paging zone, such as **1** or **2 (see the System Administrator for a list of page zones).** Pressing **0** pages all zones. The Installer may have added an overhead page system to one or more of these page zones. The number of available zones will vary according to which ESI system you have.

> **Notes:**   Phones in use or in do-not-disturb mode will not carry a page through their speakers.
>
> An ESI Cordless Phone carries a page only through a connected headset.

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 **PICK UP**[2] and then either dialing the extension or (if the destination is programmed into one of your keys; see "Programmable feature keys," pp. C.2–C.3) pressing the station key for the ringing station.

During **night mode** (see page F.14), if a night bell is in use instead of the night auto attendant, press **PICK UP 0** to access the ringing outside call.

---

[1]   The **PAGE** key is also the **#** key.
[2]   The **PICK UP** key is also the **✱** key.

Optional features

Live outside calls

If your station has been designated to receive **live outside calls** — *i.e.,* those that have neither come through the auto attendant nor been transferred — your ESI phone will:
(a.) Display that you are receiving an outside call.
(b.) Ring with a double cadence (**internal** calls ring with a **single** cadence).

While you're on a call, additional live calls to your station will ring with a secondary ring.
To answer any additional calls, you must do **one** of the following:

• Disconnect from the current call.

• Transfer the current call.

• Place the current call on hold.

You can press **RELEASE** to drop a current call and automatically be connected to the next ringing call.

> **Note:** If your station is able to receive **both** live outside calls and calls transferred to you from the auto attendant, you may wish to turn off call waiting at your station (to avoid confusion between a call waiting tone in your earpiece and a secondary ring from a live outside call).

Operator station

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

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

• A call for the operator — Someone dialed **0.**

• A call for your extension — Someone dial your extension number.

As the operator, you may be responsible to manually change the Day/Night Mode of the system (or tenant of which your ESI phone is a member); if so, you must program a programmable feature key to perform this (initially, the upper left key will be the day/night mode key). Each time the key is pressed the display will change: *DAY, NGT, DAY2, NGT2, HDAY* or *AUTO.*[1] If you select *DAY* (day mode)*, NGT* (night mode)*, DAY2* (day2 mode)*, NGT2* (night2 mode) or *HDAY* (holiday mode), the system (or tenant) will operate in the selected mode until you manually change it again.

---

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

Special keys

FLASH/RDL

The **FLASH/RDL** key[1] is used for both **flash functions** and **redial functions**.

Flash functions

While you're on a call, pressing **FLASH/RDL** allows you to perform these flash functions:

o **Getting a fresh dial tone without replacing the handset** — When connected to an outside line, press **FLASH/RDL** to automatically disconnect and receive fresh **outside** dial tone. (See also "**RELEASE**," *below*.)

o **Sending a flash hook signal —** If operating behind *Centrex*[2] or a *PBX*, press **FLASH/RDL** 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.

o **Toggling between calls —** If you hear a call waiting tone while on a call, press **FLASH/RDL** to toggle between the two calls.

Redial functions

If your phone is idle, pressing **FLASH/RDL** allows you to automatically call a stored name and number as shown below:

To . . .	Press FLASH/RDL . . .
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

> **Note:** If using an ESI Cordless Handset, you must assign the redial function to a programmable feature key (see "Optional features," page F.14).

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.

> **Notes:** The hookswitch also acts as a combination **FLASH/RELEASE** key (and is the only way to perform these functions on a legacy 12-Key Feature Phone, which has neither a **FLASH/RDL** 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.
>
> To hang up when using an ESI Cordless Handset, press **TALK** or put the handset in its charging cradle.

---

[1] Certain legacy phones have separate **FLASH** and **REDIAL** keys.
[2] A special service your phone company may offer. See your administrator for further details.

Esi-Dex

(Not available on ESI Cordless Handsets or the legacy 12-Key Feature Phone.)

Esi-Dex ("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," below)
Station Dex	All station, department, and guest mailbox names programmed by the Installer
System Dex[1]	All system speed-dial names set up by the System Administrator
Location Dex[2]	All location names on your Esi-Link network, which links to the Station Dex, programmed by the Installer

Esi-Dex prompts displayed on an ESI phone with a three-line display

Prompt	What it means
[Arrows]	Move in the direction of the arrow as desired
BACK	Moves backward to previous screen/record
DEL	Deletes a specific name and/or number shown on the display
DIAL	Dials the phone number
EDIT	Edits information shown on the display
LOC	Selects Location Dex
NEW	Creates a new record in Esi-Dex
NEXT	Moves to next record or programming prompt
PAUSE	Inserts a three-second pause in a phone number (if required for proper dialing)
PER	Selects Personal Dex
STA	Selects Station Dex
STOR	Stores a name and phone number
SYS	Selects System Dex

---

[1] The System Dex is available only if the System Administrator has programmed system-wide speed-dial numbers.
[2] The Location Dex is available on only Esi-Link-enabled systems.

Auto-dialing using Esi-Dex

. . . On an ESI phone with a two-line display

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

PERSONAL DEX	STATION DEX	SYSTEM DEX	LOCATION DEX

> **Notes:** System Dex and Location Dex aren't available on every system.
>
> For the remainder of this example, we'll assume you selected Personal Dex. However, the procedure is the same for any of the other Dexes.

2. Choose the desired name from the selected Dex, using one of two methods.

Either:

(a.) Scroll — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

. . . Or . . .

(b.) Dial-by-name — Dial up to the first three characters[1] of the extension, department, or guest mailbox name. For example: if you want to call John Doe, dial **5 6 4** (because it spells *J O H*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

```
→JOHN DOE
5559409434
```

3. Press **ESI-DEX** again to dial the number.

. . . On an ESI phone with a three-line display

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

```
        ESI-DEX

STA  SYS  LOC  PER
```
PROG/HELP   ▼   ▲   ESI-DEX
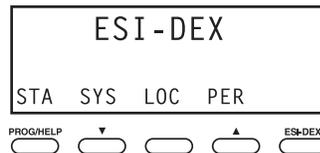
2. Press a key to choose the appropriate Dex —Station Dex (**STA**), System Dex (**SYS**), Location Dex (**LOC**) or Personal Dex (**PER**) — or press **RELEASE** to cancel the procedure.

> **Notes:** System Dex and Location Dex aren't available on every system.
>
> For the remainder of this example, we'll assume you selected Personal Dex. However, the procedure is the same for any of the other Dexes.

The display now reads:

```
  PERSONAL DEX

    ▼   BACK  ▲   NEW
```
PROG/HELP   ▼   ▲   ESI-DEX

(Continued)

---

[1] You can also dial just one or two characters, and then press **#** to enter.

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

   Either:

   (a.) Scroll — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

   . . . Or . . .

   (b.) Dial-by-name — Dial up to the first three characters[1] of the extension, department, or guest mailbox name. For example: if you want to call John Doe, dial **5 6 4** (because it spells *J O H*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

```
┌─────────────────────────────┐
│JOHN DOE                     │
│5559409434                   │
│BACK   ▼   EDIT   ▲   DIAL   │
└─────────────────────────────┘
 PROG/HELP   ▼         ▲    ESI-DEX
  ◯      ◯    ◯    ◯    ◯
```

4. Press **DIAL** to place the call.

Adding names to your Personal Dex

You can add names to your Personal Dex by using either the **Caller ID method** or the **manual method.** The Caller ID method is the same regardless of whether you're using a ESI phone with a two-line display or an ESI phone with a three-line display; however, the manual method is used differently on each phone model.

Caller ID method (on an ESI phone with a two- or three-line display)

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

```
┌─────────────────────────────┐
│J DOE           3:21         │
│   CID STORED                │
└─────────────────────────────┘
```

Manual method (on an ESI phone with a two-line display)

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 dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.

2. When the desired character appears, press **#** to confirm its entry. The cursor will move to the next character position. Use ▼ and ▲ (the scroll keys) to back up or to insert a space.

> **Example:** To enter a *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 12 characters (a space is a character, too).

---

[1] You can also dial just one or two characters, and then press **#** to enter.

4. Press # again when finished entering the name.

5. Now, enter the **number** — including, if necessary, the line access code *9* (or *8* or *71–76*).

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

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

Manual method (on an ESI phone with a three-line display)

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

> **Note:** Your display may differ, depending upon the availability of certain Dexes on your system.

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

The display now reads:
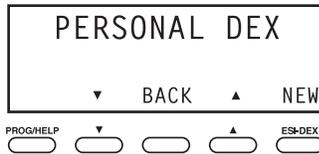
3. Press **NEW**.

4. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.

5. When the desired character appears, press **#** to confirm its entry. The cursor will move to the next character position. Use ▼ and ▲ (the scroll keys) to back up or to insert a space.

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

6. Repeat steps 4–5 until the name is complete. The name may contain up to 12 characters (a space is a character, too).

(Continued)

7. Press **NEXT** when finished entering the name. You will see the display for entering the **number** that goes with the name you entered.

```
J DOE
NUM:
BACK   ←  DEL  SPEC STOR
PROG/HELP    ▼        ▲   ESI-DEX
   ⬭     ⬭    ⬭    ⬭    ⬭
```
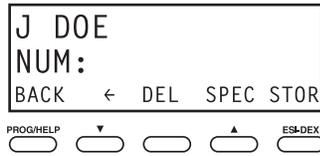
8. Enter the **number** — including, if necessary, the line access code *9* (or *8* or *71–76*). To insert a two-second pause, press **PAUSE**.

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

```
J DOE
NUM:9725551820
BACK   ←  DEL  SPEC STOR
PROG/HELP    ▼        ▲   ESI-DEX
   ⬭     ⬭    ⬭    ⬭    ⬭
```

9. Press **STOR** to confirm the entry, which the phone will show briefly before returning to the Personal Dex display.

```
     PERSONAL DEX

BACK   ▼        ▲    NEW
PROG/HELP  ▼        ▲   ESI-DEX
   ⬭     ⬭    ⬭    ⬭    ⬭
```
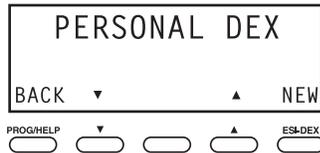
10. To make another name/number entry, repeat steps 3–9. To finish, press **BACK**.

Deleting names from your Personal Dex

. . . On an ESI phone with a two-line display

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 Personal Dex, using one of two methods.

   Either:

   (a.) Scroll — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

   . . . Or . . .

   (b.) Dial-by-name — Dial up to the first three characters[1] of the name. For example: to bring up the listing for First International Bank, dial **3 4 7** (because it spells *F I R*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

(Continued)

---

[1] You can also dial just one or two characters, and then press **#** to enter.

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

```
FIRST INTERNATL
5553230117
```

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

. . . On an ESI phone with a three-line display

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

```
        ESI-DEX


STA  SYS  LOC  PER
```
PROG/HELP   ▼   ▲   ESI-DEX

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

```
  PERSONAL DEX

      ▼   BACK   ▲   NEW
```
PROG/HELP   ▼   ▲   ESI-DEX

3. Choose the desired name from the Personal Dex, using one of two methods.

Either:

(a.) Scroll — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

. . . Or . . .

(b.) Dial-by-name — Dial up to the first three characters[1] of the name. For example: to bring up the listing for First International Bank, dial **3 4 7** (because it spells *F I R*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

```
FIRST INTERNATL
5553230117
BACK  ▼  EDIT  ▲  DIAL
```
PROG/HELP   ▼   ▲   ESI-DEX

4. Delete the entry by pressing **HOLD**.

---

[1] You can also dial just one or two characters, and then press **#** to enter.

Using Esi-Dex: An example

Let's say you're on a call with the XYZ Company — *XYZ COMPANY* appears on your display — and you wish to save the name and number for future use. Just press **ESI-DEX.** Your display will confirm that the information has been stored.[1] Then, to call the XYZ Company in the future, use Esi-Dex as described below for each model of ESI phone.

. . . On an ESI phone with a two-line display

1. Press **ESI-DEX** until you see *PERSONAL DEX* on the display.

```
┌─────────────────────────┐
│                         │
│   PERSONAL DEX          │
│                         │
│                         │
└─────────────────────────┘
```

2. Enter **9 2 5** (**W A L**). The display will show the first stored name that starts with the character range from *WAJ* to *YCL*.

```
┌─────────────────────────┐
│WALTON AND SONS          │
│9095551020               │
└─────────────────────────┘
```

3. Press the scroll keys (▼ and ▲) 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 more help.

. . . On an ESI phone with a three-line display

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

```
┌─────────────────────────┐
│      ESI-DEX            │
│                         │
│STA  SYS  LOC  PER       │
└─────────────────────────┘
 PROG/HELP  ▼         ▲   ESI-DEX
   ⬭      ⬭   ⬭    ⬭    ⬭
```
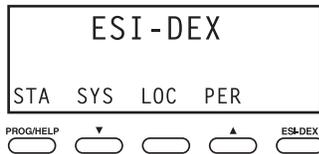
2. Press **PER** to select the Personal Dex.

```
┌─────────────────────────┐
│   PERSONAL DEX          │
│                         │
│    ▼   BACK   ▲   NEW   │
└─────────────────────────┘
 PROG/HELP  ▼         ▲   ESI-DEX
   ⬭      ⬭   ⬭    ⬭    ⬭
```
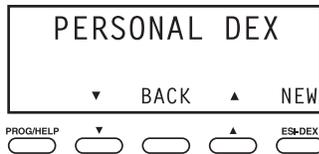
(Continued)

---

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

3. Enter **9 2 5** (**W A L**). The display will show the first stored name that starts with the character range from *WAJ* to *YCL*.

```
WALTON AND SONS
9095551020
BACK  ▼  EDIT  ▲  DIAL
```
PROG/HELP   ▼   ▲   ESI-DEX

4. Press the scroll keys (▼ and ▲) until *XYZ COMPANY* appears in the display.

```
XYZ COMPANY
3185559421
BACK  ▼  EDIT  ▲  DIAL
```
PROG/HELP   ▼   ▲   ESI-DEX
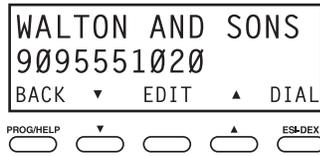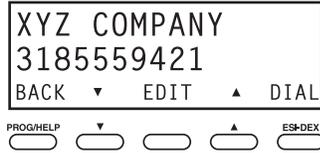
5. Press **DIAL**. This dials the number for the XYZ Company.

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

System speed-dialing with Esi-Dex

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

> **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

(Not available on the legacy 12-Key Feature Phone.)

The **override ring** feature lets you place a call — station-to-station, outside line or Esi-Link — or leave a voice message when **another** call is ringing at your station.

Placing a call using the override ring feature

First, program a feature key[1] 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 preassigned headset key (see page F.15), 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.[2]

> **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.13) that may have been set for your station.

---

[1] See "Programmable feature keys," pp. C.2–C.3, for full details.
[2] The override ring feature has no effect on calls ringing in from a hold recall, a queued line or an Esi-Link channel.

Message monitor mode (live call screening)

(Not available on the legacy 12-Key Feature Phone.)

Message monitor mode, or **live call screening,** lets you hear a caller leaving a message in your mailbox, just as with your home answering machine. You turn this feature on or off as part of user programming — **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 your mailbox)

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

Personal greeting reminder

If you frequently change your **personal greeting,** use this option; it sets your station to remind you of your current greeting. The first time you use your phone after it has been idle (for the period you set in this function), the system automatically plays your current greeting (and gives you the option to change it). The range is 0 (no reminder) to 500 hours. To set this, press **PROG/HELP 3 2**.

> **Example:** If you change your personal greeting only when out of town for a few days, set the reminder interval to 72 hours; you'll be reminded if your phone hasn't been used for three days or if you're 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 headset[1] with your ESI phone. Unless you're using an ESI Cordless Handset[2], you must program one of your programmable feature keys to be a **headset key**[3] (see "Optional features," pp. F.14–F.19) that you'll use to connect to or disconnect from a call. The key will **blink** green when a call is ringing and **glow** green when connected. If you have a headset connected and the phone is off-hook, pressing the scroll keys (▼ and ▲) will adjust the headset volume. After you initiate or answer a call using the headset key, lifting the phone's **hand**set automatically takes you out of headset mode. To switch back to headset mode while on a call, press the headset key again and then place the phone's **hand**set on-hook.

Using a Bluetooth headset

If you are using a Bluetooth® headset with your phone through the use of an optional **ESI Bluetooth Headset Interface**, the following table indicates what the Headset Interface's LED indications mean:

If the LED is . . .	This means the headset is . . .
Off	Paired and connected
Glowing solidly	Paired and not connected (out of range)
Blinking slowly	Paired and attempting to connect
Blinking rapidly	Neither paired nor connected

(Continued)

---

[1] Not all headsets are compatible with your ESI phone; contact your ESI Reseller for a list of compatible models.
[2] Once a headset is plugged into an ESI Cordless Handset, audio is automatically transferred to the headset, so there is no need to program a headset key if using a Cordless Handset. For headset use with a Cordless Handset, ESI supports only the headset that's sold specifically for the two Cordless Handset models. Contact your System Administrator for more information.
[3] Not available on a legacy 12-Key Feature Phone.

Answering a call using a paired Bluetooth headset

Here is the procedure for answering a phone call when using a Bluetooth headset that is paired to your ESI phone *via* the ESI Bluetooth Headset Interface.

> **Note:** When an incoming call rings on the ESI phone, the headset will provide an audible ringing if the headset supports this. This may cause a delay in the audio to the headset; some headset models may not pass the audio through to the headset until the audible ringing has been completed.

1. When an incoming call rings the ESI phone, tap the Bluetooth headset's **Call** button[1] **or** press the ESI phone's programmed *HEADSET* key.
    The *HEADSET* key on the ESI phone will glow green.

> **Note:** If the Bluetooth headset moves out of range, the call will remain connected via the ESI phone's **HEADSET** jack **bu**t audio will be lost. When the Bluetooth headset moves back into range, the Bluetooth connection will be re-established and audio will return.

2. When finished with the call, tap the Bluetooth headset's **Call** button **or** press the ESI phone's *HEADSET* key.

Placing an outbound call using a paired Bluetooth headset

1. With the ESI phone idle, tap the Bluetooth headset's **Call** button or press the ESI phone's programmed *HEADSET* key.
    The ESI phone's *HEADSET* key will glow green, and you'll hear dial tone on the Bluetooth headset.

2. Dial the desired telephone number.

> **Notes:** Special features such as voice commands, switching between calls, *etc.*, using the Bluetooth headset button(s) **won't** be supported (unless you're using a Cellular Access key[2]).
>
> If the Bluetooth headset moves out of range, the call will remain connected via the ESI phone's **HEADSET** jack **bu**t audio will be lost. When the Bluetooth headset moves back into range, the Bluetooth connection will be re-established and audio will return.

3. When finished with the call, tap the Bluetooth headset's **Call** button **or** press the ESI phone's *HEADSET* key.

(Continued)

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[1] The name given to this button may vary by headset manufacturer.
[2] See the *ESI Cellular Management User's Guide* (ESI document # 0450-1189). ESI *User's Guides* are available from *www.esi-estech.com/users/downloads*.

Cautions

In general

Bluetooth is an industrial specification for low-powered, short-range wireless networking. It provides a way to connect, and exchange information between, devices. Bluetooth is used not only in cellular phones and handsets but also personal computers, as well as other devices such as video game consoles. Bluetooth devices use a globally recognized, secure, unlicensed, short-range radio frequency.

Bluetooth compatibility

Not all Bluetooth-enabled headsets are alike, because different manufacturers implement Bluetooth slightly differently. To minimize such issues, a headset should comply with the Bluetooth 1.2 (or higher) specification.

Still, even then, there can be difficulty in making Bluetooth devices interact. In particular, a Bluetooth-enabled headset may:

- Fail to pair with the ESI Bluetooth Headset Interface.
- Turn off its Bluetooth capability by itself, due to either a power-saving setting or interference from other devices.
- Suffer noisy or bad connections on calls. This can occur for a variety of reasons. The headset may be too far away from the ESI Bluetooth Headset Interface, or it may encounter interference from other Bluetooth devices (or even other objects such as walls, appliances, and cordless phones).

Some headsets turn off while charging, causing the **HEADSET** LED to glow solidly. To reconnect the headset after charging, just turn the headset back on.

Here is a short list of headsets that ESI used while testing the ESI Bluetooth Headset Interface (but this is **not** intended as an endorsement of any of these, nor as a statement that they will always work properly with it). For additional updates, visit *www.esi-estech.com/BT*.

- Jawbone 2
- Plantronics
    - Explorer 520 and 340
    - Voyager 925
- Samsung WEP200
- Motorola H700
- Cardo Scalia 700
- Jabra BT2020 and BT8040

(To learn more about the ESI Bluetooth Headset Interface, visit *www.esi-estech.com/BT*.)

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 **71–76**) 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]

> **Notes:** 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. Please note that, if you wish **not** to transfer a caller but instead are only placing an internal call, you must press **TRANSFER** within the first five seconds after going off-hook. Six seconds after you go off-hook, the ESI system considers the call to be a transferred call.
>
> On a Cordless Handset, press **TALK** to receive internal dial tone.

Line keys

If some of your programmable feature keys have been programmed as line keys (you can program line keys by 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		LED	Line status
Solid red	In use		**Blinking green**	Ringing at your station
Solid green	Connected to your station		**Slowly blinking red**	On hold by another station
Blinking red	Ringing at another station		**Slowly blinking green**	Held by you

> **Notes:** Dialing **9** (or **8** or **71–76**) to be assigned a line automatically is always available.
>
> Each ESI Cordless Handset has only red LEDs, and only on its programmable feature keys.
> The illumination activity (such as blinking) otherwise is similar to that described above.

Privacy release

This feature makes it easy to "conference-in" on a call: just press a line key assigned to the outside line the call is using, and you'll automatically join the call.[2]

Private line

If a **private line** has been assigned to your station, you must have a line key programmed (see pp. C.2–C.3) in order to access it.

---

[1]   This aspect (*i.e.*, that it's always the highest line available to you) can't be changed.
[2]   This feature may not be available on your system, depending on how it has been programmed. If you wish to enable this feature on your phone system, contact your System Administrator.

Optional features

The following **optional** features **may** be accessible from your station. See the Administrator for details. In each case, you must use a programmable feature key to serve as an on/off key for the feature (see "Programmable feature keys," page C.2).

Note:	In the codes, *DDD* = ACD department number and *XXX* = extension number.

Code	Feature key	Page	ESI 60, ESI 40, 48-Key, 24-Key	ESI Cordless Handset	(Legacy) 12-Key
560	Manual day/night mode	F.14	Y	Y	
561	Service observing	F.15	Y	Y	
5DDD	ACD agent log on/off	I.1	Y	Y	
562	ACD agent wrap	I.2	Y	Y	
563DDD	ACD Administrator	I.5	Y	Y	
564	Headset key	F.15	Y		
565	Call forward key	F.15	Y	Y	Y
565XXX	Forward to a destination	F.15	Y	Y	Y
566	Redial	F.15			Y
567	Call forward/no-answer key	E.11	Y		
568	Message monitor key	F.10	Y	Y	
569	Background announce key	F.15	Y	Y	
570	Conference	E.9			Y
571	Personal Greeting 1	F.16	Y	Y	Y
572	Personal Greeting 2	F.16	Y	Y	Y
573	Personal Greeting 3	F.16	Y	Y	Y
574	Caller ID key	F.16	Y		
575 and **576**	Virtual answer keys	F.17	Y		
577	QuickPage	F.17	Y	Y	
578	Mute/DND	F.17		(DND only)	Y
579	Voice mail	F.18			Y
580	Override ring key	F.9	Y	Y	
582	Record	F.18		Y	
583	Quick Switch	F.18	Y		
584	Account codes	F.19	Y	Y	Y
585	Local CO key	F.19		Y	
587	Loop key	F.20	Y	Y	Y
599	Overhead page	E.16	Y	Y	Y

Manual day/night mode (Code 560)

You can use a programmable feature key to manually change the system's main auto-attendant greeting, incoming call destinations, and CO line group access.[1] Each time the key is pressed, the display switches among: *DAY, NGT, DAY2, NGT2, HDAY* (holiday) or *AUTO.*[2]

Tip:	To keep the system from being taken out of this mode, place it in auto and then delete the programmable feature key's programming.

Notes:	The System Administrator can also change the mode and/or re-record the holiday greeting remotely to handle unexpected closings, such as for inclement weather.
	If a second organization or business ("tenant," in telephony terms) is sharing the system, switching between day and night mode also changes that tenant's day/night mode.

---

[1]   Depending on how the Installer has programmed your system, day and night mode for incoming calls and CO line group access may not change upon use of this key.

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

Service observing (Code 561)

Your administrator may assign **service observing capability** to those users who need to monitor others' calls silently (*e.g.*, in order to aid in quality assurance of call activity). To begin service observing, press the assigned programmable feature key, followed by an extension number or station key. To discontinue observing, press the station key again or hang up. As you observe another station's incoming call, your display shows to whom that station is connected and how long the call has lasted.

> **Note:** The Administrator must authorize service observing for your station, and the Installer must program the list of allowed extensions.

Headset key (Code 564)

> **Notes:** Not available on legacy 12-Key Feature Phone.
>
> It's unnecessary to program this key on an ESI Cordless Handset; one simply plugs in or unplugs a headset as desired.

This key provides for easy connecting to/disconnecting from calls when operating in headset mode (see "Headset operation," page F.10). Press the key to receive dial tone or to answer a ringing call. Press the key again or press **RELEASE** to disconnect from the call.

Call-forward key (Code 565 or 565XXX)

> **Note:** Your ESI phone may have a dedicated call-forward key (**CFWD**).

If you frequently call-forward your phone (see "Call forwarding," page E.10), 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.

Redial (Code 566)

> **Note:** Legacy 12-Key Feature Phone only.

This redials the outbound number (*i.e.*, not internal extension) most recently dialed from your station.

Call-forward/no-answer key (Code 567)

> **Note:** Not available on an ESI Cordless handset.

Enables or disables the call-forwarding/no-answer feature. When this feature is enabled and someone calls your station but receives no answer, the call will go to the destination you've programmed (for more details, see page E.11). The difference between this feature (**Code 567**) and traditional call forwarding (**Code 565**) is that, with this feature, your phone actually rings first before going to the selected destination.

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 **PROG/HELP 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.13) to the station's earpiece (if the station user has enabled this feature). Hold down the key until you hear a beep, then begin talking; release the key when finished.

(Continued)

Personal greeting keys (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.

> **Note:**   For ACD key programming, see "ACD agent operation," pp. I.1–I.5.)

Caller ID key (Code 574)

> **Notes:**   Not available on an ESI Cordless Handset or legacy 12-Key Feature Phone.
>
> This works **only** if you are receiving Caller ID service from your provider. Consult your Administrator, if needed.

Press this programmable feature key to see the stored Caller ID records for your extension's 25 most recently received calls. Use the **scroll keys** (▼ / ▲) to view Caller ID information from different calls. (The system stores Caller ID records for **only** extensions which have a Caller ID key assigned; so, when you first assign the key, you'll have no previous records through which to scroll.)

> **Note:**   The Caller ID key will light **only** when there's a missed **call**. Although voice mail messages' Caller ID information also is stored by the system, waiting voice mail lights **only** the **VOICE MAIL** key.

The phone display will also indicate each call's classification as shown in this chart; also, if this is the first time you're seeing this particular call's record, ✶ appears to the left of this indication.

Classification	On third line of phone with three-line display	On second line of phone with two-line display
Answered by the station	ANS	A
Missed call (abandoned call)	MISS	M
Went to your voice mailbox	VM	V
Answered by "other" means (call-forwarding, use of someone else's **PICK UP** key, *etc.*)	RE	R
New record	✶	✶

While a record is on the display, you may do the following:

• To **dial** the caller displayed, press **REDIAL**.

• To **view** the telephone number (rather than the name), press **2**.[1]

• To **delete** a record, press **7** while the record is on the display.

• To store the record in your Personal Dex, press **ESI-DEX**.

To **finish**, press the Caller ID key again (or press **RELEASE**).

(Continued)

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[1]   Not applicable to a 48-Key Feature Phone, which shows both the number and (if included in the Caller ID record) the name.

Virtual Answer Keys (Codes 575, 576)

> **Notes:** This works **only** if call waiting is enabled for your station. Consult your System Administrator if needed.
>
> Not available on ESI Cordless Handsets.

You can program a **Virtual Answer Key** to play a greeting to a caller when your extension is busy and route the caller to a desired destination by pressing this key. Program a programmable function key with either **5 7 5** or **5 7 6**. Prompts will instruct you in how to record the greeting and program the caller's destination.

The destination can be either the default call waiting or another station; the system takes the caller there after playing the recorded greeting. With call waiting, the system places the caller on hold as call waiting ("camping on") for your station; if the caller can't wait, he/she may (a.) press **1** to reach your voice mail, (b.) enter another extension or (c.) press **0** to reach the Operator. With another station selected, the call is forwarded to the station.

To record the greeting from an idle phone:

1. Press the chosen programmable function key; then press **RECORD**.

2. Follow the prompts to record the greeting and program the destination.

Sample greetings for Virtual Answer Keys:

"Hello. This is Harvey. I'm currently on another line, but I'd really like to speak to you. Please hold and I'll be with you shortly. However, if you don't wish to wait on hold, press 1 to leave me a voice message. You may also either dial another extension or press 0 to reach the Operator."

"Hello. This is Bill. I'm currently on another line, but I have been notified of your call. I am sending your call to our Sales Department administrator for more immediate assistance. Please remain on the line as your call is being transferred. Thank you."

> **Note:** If a caller presses **1** to go to your voice mail, the call will go into that extension's mailbox, regardless of whatever call-forwarding settings your ESI Installer has made.
>
> **Here's an example.** The Installer has set the call-forwarding for extension 101 to go to mailbox 102. The user at extension 101 uses a Virtual Answer Key to answer a call, and the caller presses **1** when prompted to go to voice mail. That caller will go to mailbox 101 — **not** mailbox 102.

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.

Mute/DND key (Code 578)

This multi-mode key's function varies, depending upon whether the phone is on a call or idle:

- **If the phone is on a call (off-hook)** — Mutes the microphone so that the person on the other end of the line can't hear you.
- **If phone is idle (on-hook)** — Puts the phone into do-not-disturb (DND) mode, sending callers directly to your voice mailbox[2].

> **Note:** When programmed on an ESI Cordless Handset, this key performs only the DND function; to mute or "un-mute" an ESI Cordless Handset, use the keys on its side.

(Continued)

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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."*
[2] Or, alternatively, to other routing (such as the Operator or another coworker's extension) set by the Installer.

Voice mail (Code 579)

Allows a legacy 12-Key Feature Phone (which lacks a dedicated **VOICE MAIL** key) to have voice mail access.

> **Warning:** To use voice mail from a legacy 12-Key Feature Phone, you must assign this code to a programmable feature key. **Failing to do so will disable the mailbox.** (When you try to access a disabled mailbox, the system will notify you that it's disabled.) You still can retrieve previously left messages and access user programming, but the mailbox won't be able to receive new voice messages. Therefore, to enable the mailbox, assign key code **5 7 9** to a programmable feature key.

Override ring (Code 580)

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

Record (Code 582)

> **Note:** Available for **only** ESI Cordless Handsets and the legacy 12-Key Feature Phone.

Press this key to record any phone conversation — or, when the Cordless Handset is idle, to record a personal memo. For more details on using your ESI system's call recording features, refer to "Live recording," page D.8.

Quick Switch™ (Code 583)

> **Note:** Not available on an ESI Cordless Handset or legacy 12-Key Feature Phone.

> **Important:** For the Quick Switch feature to work, your Installer or System Administrator must have programmed a **relationship** between your desktop extension and Cordless Handset or *VIP Softphone*. Program the key on the ESI desktop phone.

Press this key to transfer an active call between an ESI desktop phone and an ESI Cordless Handset or *VIP Softphone* (either direction — to or from the ESI desktop phone).

Quick Switch ring options

When both the desktop extension and Cordless Handset or *VIP Softphone* are idle, press the Quick Switch key. Follow the visual and audible prompts and use the scroll keys to change the programmable options concerning what happens when a caller dials (or is transferred to) **either** your desktop phone or Cordless Handset or *VIP Softphone*:

- *RING DESKTOP* — Only the desktop phone will ring.
- *RING CORDLESS* — Only the Cordless Handset will ring.

In either of the two cases above, re-routing (including to a voice mailbox) will follow the desktop phone.

The other choice is:

- *NO RING OPT* — If a caller dials (or is transferred to) the desktop phone, only that phone rings. If the caller dials (or is transferred to) the Cordless Handset or *VIP Softphone*, only the Cordless Handset or *VIP Softphone* rings. Re-routing follows whichever phone rang.

(Continued)

Performing Quick Switch

While you're on a call, or while a call is ringing to the desktop, the Quick Switch key on your desktop phone glows solid green; this indicates that you can perform a Quick Switch. To transfer the call to your Cordless Handset:

1. Press the Quick Switch Key. This "blind-transfers" the call to the ESI Cordless Handset, causing it to ring, while simultaneously disconnecting the desktop phone.

2. On the Cordless Handset, answer the ringing call by pressing **TALK**; or, in *VIP Softphone*, answer the ringing call by clicking **ANSWER**. Once again, the Quick Switch key on the desktop phone glows green to indicate the ability to perform a Quick Switch.

3. When and if desired, press the Quick Switch key on the deskop phone. This "blind-transfers" the call back to the desktop phone, causing it to ring, while simultaneously disconnecting the Cordless Handset.

Of course, you can do this in exactly the reverse order — *i.e.*, if you start out with a call on your Cordless Handset, you can Quick Switch it to your desktop phone and, if desired, back again.

> **Notes:** If you transfer a call unintentionally, pressing **FLASH** won't retrieve the call. However, you can perform another Quick Switch **or** use the **PICK UP** key to pick the call from the ringing extension (*i.e.*, press ✶ followed by the extension number).
>
> If (a.) you're on a call **and** (b.) another call comes in **and** (c.) you Quick Switch the active call to the other phone (desktop or Cordless) . . . the call-waiting caller will continue to ring and follow regular system routing (such as to your voice mailbox) if not answered in some manner.

Account codes (Code 584)

The account codes key lets you assign an account code to a specific call. The system stores this in a record which your company can use for tracking purposes. This can be especially helpful in environments such as legal offices, consultancies, advertising agencies and others where it is critical to confirm billable hours for your clients.

> **Note:** For exact codes to be used, consult your System Administrator.

During a call, press the key, enter a designated account code, and then press **#**. The code must be numerical only — *i.e.*, between **0** and **9**, only — and no more than 10 digits long.

For greater convenience, you can assign frequently used account codes to programmable feature keys. In each case, just program **5 8 4** followed by the desired account code.

General information regarding use of account codes

- Account codes are applicable to only outside calls (not internal "intercom" calls).
- You can enter **more than one** account code during the same conversation — particularly useful in a conference call that involves multiple clients or customers.
- Neither an incoming caller or a person being called will hear the tones as you enter account codes.
- If you enter an incorrect account code, just press the account code key again and enter the desired number.
- Pressing the account code key **won't** affect the recording of a call.
- It's not necessary to enter an account code to place an outbound call.
- The phone system won't prevent entry of an invalid account code.

Local CO (Code 585)

> **Note:** Available for **only** the ESI **Remote IP** Cordless Handset.

The local CO key provides dial tone for an analog line connected to the Cordless Handset's base station.

> **Important:** **Use this key if you have to make a 9 1 1 emergency call!** Otherwise, it will appear to the dispatcher's computer as if you're at the location of the ESI Communications Server and **not** where you **really** are.

Loop key (Code 587)

A loop key allows for the appearance of any CO line or Esi-Link call that may be ringing a station, without the need for a programmable feature key to be programmed as a CO line key. Up to six loop keys may be programmed per station.

Using a loop key

- Incoming outbound calls will appear on the first available loop key (if one or more loop keys are programmed on the phone).
- Calls may be placed on exclusive hold simply by pressing the active loop key.
- If multiple calls are on loop keys, a user may toggle between the calls by pressing a desired loop key. (The call that was originally active on a loop key will be placed on exclusive hold.)
- Calls placed on exclusive hold on a loop key can be retrieved from exclusive hold by only the station that placed the call on exclusive hold, and can be retrieved simply by pressing the flashing loop key.
- If the **HOLD** key is used, the caller will be placed on **system-wide** (not exclusive) hold and the loop key will return to an idle state.

Loop key LED indications

If the loop key LED is . . .	The loop key call is . . .
Slowly blinking green	Held by your station
Blinking green	Ringing at your station
Solid green	Connected to your station
Slowly blinking red	On Virtual Answer hold

Using an ESI desktop IP phone remotely

When used remotely (*i.e.*, connecting to the ESI system over a WAN or the Internet rather than on a LAN), a ESI desktop IP phone will operate like a regular ESI desktop phone, **with these important exceptions**:

• **Mode display** — The bottom section of the phone's display will show *RMT* (short for *remote)* to indicate the phone's current mode.

• **No 911/emergency calls** — Because your phone isn't connected directly to your **local** telephone network, you **must** use a **regular** phone connected **locally**, **not** the ESI desktop IP phone, to make **9 1 1** or other emergency calls. (For more information, see ESI document # 0450-0262, included with your ESI IP phone.)

Troubleshooting

Important:	The audio quality of an ESI IP phone is dependent on the quality of the connection between the phone and the IP PBX at the main office. High data traffic on a poor or overloaded connection will cause significant audio distortion, which may include pops and clicks, or warbling. In this case, contact your ESI Reseller or network administrator for assistance. The quality of your main office's outside phone lines also can affect the phone's audio quality. Due to the interface between advanced, packet-based phone systems and the traditional public telephone network, a poor-quality phone line can degrade audio quality, causing an echo on outside calls. An **occasional** echo isn't unusual and doesn't necessarily indicate a problem with your system or lines; however, if this problem occurs **persistently**, contact your ESI Reseller for assistance.

Condition	Procedure(s)
Phone display is blank	• Check other phone functions. If you get dial tone when you lift the receiver and the display is blank, the phone is defective. • Make sure the Ethernet cable is plugged into the phone's **NETWORK** jack (and *not* the **PC** port). • If no phone functions operate, check the phone power supply. It should be plugged into the phone and into an active AC outlet. If the display is still blank, the phone is defective. • Contact your ESI Reseller if the phone is defective.
Phone display shows software version	The phone is faulty. Contact your ESI Reseller.
Phone connects but doesn't operate correctly	The phone may be defective. Contact your Reseller.
Phone won't connect	**Important:** See page A.9 for instructions on connecting your phone. • Check the cable between the phone and network access device (router, hub or switch). This cable should be plugged into the **NETWORK** port on the bottom of the phone. • Check that the link light for the port on router is illuminated. If this light is not lit check the power supply connection for the router. • Check the cable between the network access device and the modem. The **WAN** port on a router should be plugged directly into the modem. If using a hub or switch, connect its **UPLINK** port to the modem. • Check your IP connection by using your PC to access a site on the Internet (after accessing a Web page, press **Ctrl R** [for *Refresh*] to verify that your Web browser is displaying fresh data). • Call the main office with a regular phone. Make sure the problem is not with the network or IP connection at the main office.
Phone works correctly but the audio quality is poor	The problem is probably with the connection between the phone and the IP PBX at the main office. Ask your Network Administrator or ESI Reseller to evaluate your connection to the main office.

Using Esi-Link

> **Important:** You are being assigned a special feature not covered in the regular station user guide or tutorial. Be sure to consult the System Administrator for the Location Numbers used by your Esi-Link network.

Overview

Esi-Link is an optional feature that networks multiple ESI systems (or *locations*) across an IP-based network. With Esi-Link, a multi-site business can integrate up to 100 of its locations, using the latest VoIP (voice over IP) technologies. Inter-office calls, transferring outside calls, moving voice messages and even accessing outside lines at remote locations are all features you can use over Esi-Link.

For example: if you have an office in Dallas and another in Chicago, Esi-Link makes it possible for someone in the Dallas office to dial an extension in the Chicago office just as easily as if it were an extension down the hall in the Dallas office.

Network numbering

Esi-Link **network numbering** provides "transparent," or uniform, dialing across Esi-Link. This means that, regardless of the location from which a user is dialing, the user can dial a number — *i.e.*, the *network number* — that matches the called person's three- or four-digit extension number, and the call will be routed appropriately through the Esi-Link network. In essence, the location number (*i.e.*, *7xx*) doesn't have to be dialed, unlike the case with earlier implementations of Esi-Link.[1] Therefore, end users in a multi-site environment don't have to remember six- or seven-digit numbers to call co-workers. They can call anyone, at any other Esi-Link remote location, simply by dialing the person's regular extension number. Network numbering provides seamless four-digit dialing between Esi-Link locations using a *network numbering plan*.

> **Important:** Because your Esi-Link network may include ESI systems not running software compatible with network numbering, the instructions herein (except where otherwise noted) assume the need to dial a Location Key when performing Esi-Link dialing operations. Your System Administrator (or, perhaps, your Certified ESI Reseller) will let you know the correct procedure for your ESI Communications Server and your Esi-Link network.

Location Keys

Each location in your Esi-Link network has a **location number**[2] in the range of *700–799*. To facilitate dialing into a remote location, you can assign the location number to a programmable feature key — making it a **Location Key**. When you press a Location Key, you'll hear dial tone; you can then dial any extension, department, mailbox, or outside line group access code[3] in the remote location. For instance, a user in the Dallas office would press the key programmed for the Chicago office and dial **1 0 4** to reach extension 104 in the Chicago office. The number of Location Keys you can program on your ESI phone depends on how many programmable feature keys it has.[4]

Programming a Location Key

> **Note:** You may wish to review "Programmable feature keys," page C.2.

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.

2. Enter the remote location number — such as **7 0 2**.

> **Note:** You can also use *Location Dex* (see page H.8) to select the remote location number.

3. Press the feature key again.

---

[1] Network numbering works only on ESI Communications Servers running compatible system software. If an Esi-Link call involves any legacy ESI systems (or ESI Communications Servers running earlier system software), users still must dial a location number prior to dialing a remote number. To confirm whether your ESI Communications Server currently supports network numbering, consult your System Administrator or your Certified ESI Reseller.
[2] If necessary, consult your System Administrator to learn your Esi-Link network's location numbers.
[3] *9, 8* or *71–76*.
[4] Also, you can program up to 60 Location Keys on a 60-Key Expansion Console (see page A.5).

Programmable feature keys and Esi-Link: an introduction

With Esi-Link, you assign dialing information to your ESI phone's programmable feature keys in the usual way — *i.e.*, if a remote location station or mailbox is to be assigned to a programmable feature key, enter the location number followed by the station's extension number or the mailbox number.

> **Note:** Programmable feature key lamp status of a remote location extension will appear only if the extension is included in the "published" extension list of the remote location. Contact your System Administrator if you need more information about published extensions.

> **Tip:** You can use direct programming (see page C.2) to program Esi-Link locations and extensions.

Examples

Assigning a programmable feature key for extension 135 in location 712

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.

2. Dial **7 1 2 1 3 5**.

> **Note:** You can also use *Location Dex* (see page H.8) to select the remote location number.

3. Press the feature key again.

Programming a call-forwarding key to extension 135 in location 712

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.

2. Dial **5 6 5** (the ESI system's call-forwarding code [see "Optional features," page F.14]).

3. Dial **7 1 2 1 3 5**.

> **Note:** You can also use *Location Dex* (see page H.8) to select the remote location number.

4. Press the feature key again.

> **Note:** If you regularly forward to a particular remote location extension, you should also assign your mailbox to a *Remote Virtual Mailbox Key* (see page H.7) at that remote location extension.

Dialing an Esi-Link location

To dial a station through Esi-Link, press the appropriate Location Key followed by the desired station's remote location extension number. For instance, let's say you're in Dallas and want to call extension 112 at your Chicago location. Just press the Location Key for Chicago plus the extension number (112).[1] Transferring calls, dialing **VOICE MAIL**, etc. all operate the same way. Basically, in each case where you would dial an extension, mailbox, or outside line access, just press the Location Key first if you're calling a remote Esi-Link location.

As you dial, your ESI phone's display shows the progress of the call. When you dial a Location Key, the **short name** of the location will appear on the ESI phone's display (*e.g.*, a location in Dallas might be assigned a short name of "DAL").

For example, let's say you want to dial your Chicago location.

After you press the Location Key for Chicago, the display on your phone might look similar to this:

```
8/7 1:13 PM
■□□■□□        RMT
```
ESI phone with two-line display
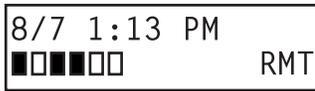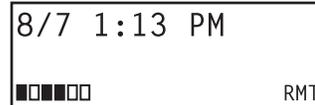
```
8/7 1:13 PM

■□□■□□          RMT
```
ESI phone with three-line display

The boxes on the bottom line of the display show there are a total of six Esi-Link channels active at your location. Three of the Esi-Link remote channels are busy; the rest are idle and available for new calls.

Or, when you press the Chicago Location Key **and** then dial the remote location extension (*112* in this example), the display will look like this (note that another remote channel is now in use):

```
→J DOE        CHI
■□■□■□        RMT
```
ESI phone with two-line display
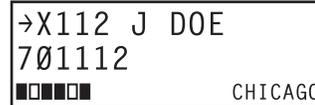
```
→X112 J DOE
7Ø1112
■□■■□□      CHICAGO
```
ESI phone with three-line display

If all Esi-Link channels at your location are busy, you will see:

```
NO RMT CHANNEL
1=QUE
```
ESI phone with two-line display

```
NO RMT CHANNEL
1=QUE
■■■■■■        RMT
```
ESI phone with three-line display

You will then be prompted to press **1** to queue for an available channel. If you choose to queue, you may press **1** and hang up. When a channel becomes available, your phone will ring, and when answered, you can redial the Esi-Link number.

---

[1] Or, if you prefer, you can directly dial the location number — so, in this example, you'd dial **7 0 2 1 1 2**. **Throughout this text, any reference to pressing the Location Key is interchangeable with direct dialing of the applicable location number.**

Transferring calls

Outside callers can be transferred to remote location extensions, departments, and mailboxes.

> **Note:** On legacy ESI systems[1], as well as ESI Communications Servers running older system software, Esi-Link doesn't allow an outside call coming from one location to be transferred or forwarded to another (or third) location. In the event a call must be transferred to another location, use the hold feature (see page H.5).

Transferring an outside call to a remote location extension or department

1. Press **TRANSFER**.
   . . . then . . .

2. *Either* . . .

   (a.) Press the Location Key and then dial the extension.

   . . . or . . .

   (b.) If you have a programmable feature key assigned to that location number **and** extension, press that key.

> **Note:** If you're performing a "blind" transfer — *i.e.*, one which you're not "supervising" by speaking to the person to whom you're transferring — don't hang up until you hear a ringing tone, which will confirm the transfer has been successful.

Transferring an outside call to a remote location mailbox

1. Press **VOICE MAIL**.
   . . . then . . .

2. *Either* . . .

   (a.) Press the Location Key and then dial the extension.

   . . . or . . .

   (b.) If you have a programmable feature key assigned to that location number **and** extension, press that key.

---

[1]   IVX X-Class, IVX E-Class, IVX S-Class, IP E-Class, IVX Series, and IP Series systems.

Using feature keys with Esi-Link

To use a fixed feature key (*e.g.*, **TRANSFER**) to access an Esi-Link location:

  1. Press the fixed feature key.

  2. *Either . . .*

   (a.) Press the appropriate Location Key.

   . . . or . . .

   (b.) Dial the location number.

  3. Dial the destination as follows:

   (a.) If it's an extension, voice mailbox or department group, dial the three-digit number.

   (b.) If it's a phone number, dial the outside-line-access code (**9**, **8** or **71**–**76**) followed by the phone number — *e.g.*, **9   4 6 9   5 5 5   3 2 5 5** to dial **9** + **469-555-3255**.

The following information shows how to use both fixed and programmable feature keys to make it even easier to use certain ESI system features over Esi-Link.

Paging

The ESI system can be programmed to allow paging through an overhead paging system and/or paging through some (if page zones have been created) or all of the ESI phones' speakers.

Overhead paging

If the remote location system has an overhead paging system connected to it, you can page there by programming a feature key with the location number followed by *599* — *e.g.*, **7 1 2 5 9 9** — and using it as you would a regular overhead paging key (see "Paging," page E.16).

Paging through phones

To page through all of the ESI desktop phone speakers at a remote location:

  1. Press **PAGE** (#).

  2. Press the appropriate Location Key.

  3. Press **0**.

To access a programmed paging zone (see the Administrator for a list of page zones):

  1. Press **PAGE** (#).

  2. Press the appropriate Location Key.

  3. Press the key for the page zone number (**1, 2, 3**, **4**, **5**, **6**, **8**, or **9**). The Installer may have added an overhead paging system to one or more of these page zones.

> **Note:** Phones in use will not carry a page through their speakers.

Hold

Overview

- **Placing a call on hold from home location to remote location** — When you place a call on hold locally, you can initiate a page to a remote location, announcing the call and the line number on which it is placed on hold at the original location. Press **PAGE** (**#**), followed by the appropriate Location Key (and then dial the paging zone at the remote location). Upon hearing the page, the user at the remote location presses **HOLD** followed by the appropriate Location Key. The remote location station displays the location number and short name, as well as the line numbers currently on hold at that location. The remote location user dials the line number on which the call is on hold, and answers the call. (If no Location Key is programmed on the station, dialing the three-digit location number can be substituted for pressing the Location Key.)

- **Placing a call on hold from one remote location to another** — Once a call has been answered at a remote location, it can be placed on hold at that location. When the user from the remote location places the call on hold, that remote location user can initiate a page to any **other** remote location, announcing the location and line number where the call is on hold. The user at the extension at the other remote location presses **HOLD** followed by the Location Key for the location where the call is on hold. This user's station displays the location number and short name, as well as the line numbers currently on hold at that original location. The new remote location user then dials the line number on which the call is on hold, and answers the call. (If no Location Key is programmed on the station, dialing the three-digit location number can be substituted for pressing the Location Key.)

  Alternatively, the remote user can transfer the call directly to the other remote location. The user at the other remote location can then place the call on hold and initiate a page to another remote location.

Hold set

You can place outside line calls on hold as you would normally. When paging someone at a remote location to retrieve the held call, remember to announce your location number and outside line number to be retrieved. For instance, if you need to have Jane in the Chicago office retrieve a call being held in Dallas (location 701, in this example):

1. While on a call on line 5 in the Dallas office, press **HOLD**.

2. Page the Chicago office.

3. Announce the call; *e.g.*, "Jane, you have a Dallas call on line 5. Jane, line 5 in Dallas."

Hold retrieval from a remote location

1. Press **HOLD**.

2. Press the preprogrammed Location Key (or dial the location number).

3. Dial the number of the line on which the call is being held.

Voice mail

Moving a message to a remote location

1. While playing back the voice mail message you wish to move, press **6**.

2. Press the Location Key (or dial the location number).

3. Dial the mailbox (extension) number.

> **Note:** Messages are moved in the background, so it may take several minutes before the remote location can receive them.

Dialing directly or transferring to a remote location mailbox

1. Press **VOICE MAIL**.

2. Press **TRANSFER**, and then immediately do one of the following:

   (a.) Press a programmable feature key that has been pre-programmed for that remote location mailbox;

   . . . or . . .

   (b.) Press the Location Key and then dial the remote mailbox number.

   . . . or . . .

   (c.) Dial the location number followed by the remote mailbox number.

Virtual Mailbox Key — remote location

> **Note:** It is strongly recommended that you assign a voice mail password. To enter a new password, press **PROG/HELP 5 1**. (If unsure whether you have one, you can check by pressing **PROG/HELP 5 3**. If necessary, see page C.5 for more details.)

To assign a programmable feature key to access a voice mailbox in a remote location:

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.

2. Press **VOICE MAIL** ✻.

3. Dial the remote location number (or use Location Dex to select the location and extension number).

4. Dial the remote extension number.

5. Press the feature key again.

When there are new messages in the Virtual Mailbox, the key will flash red. When you access the Virtual Mailbox, the key will light a solid green. If the Virtual Mailbox belongs to a remote-location ESI phone, that phone's **VOICE MAIL** key will also be lit.

> **Note:** For proper lamp indication, the mailbox must be included in the remote location's list of published numbers. Contact your Administrator if you're not sure if the mailbox is published.

Voice mail retrieval from a remote location

1. Press **VOICE MAIL** ✻.

2. Press the appropriate Location Key (or dial the remote location number).

3. Dial the mailbox (extension) number.
   (If your voice mailbox password is enabled, the system will prompt you to enter your password. To proceed, enter this password.)

Quick Groups/Quick Move capabilities

Quick Groups can include both local and remote location extensions, departments and mailboxes that are assigned as station keys on your phone.

> **Note:** You can use only programmed local or remote Esi-Link station keys to select the additional mailboxes for Quick Groups.

Other Esi-Link features

Using Location Dex to access a remote location's Station Dex

. . . on an ESI phone with a two-line display

1. Press **ESI-DEX** until *LOCATION DEX* appears in the display.

2. Use the scroll keys (▲ or ▼) to select the remote location name and number. You can also use the dial keys to "jump" to the first location name that begins with one of the letters on that dial key.

3. Press **ESI-DEX** again. The phone will display the *remote* location's Station Dex, where you can select a station or department, just as you would using the Station Dex for your location.

. . . on an ESI phone with a three-line display

1. Press **ESI-DEX**; then select **LOC** in the display.

2. Use the scroll keys (▲ or ▼) to select the remote location name and number. You can also use the dial keys to "jump" to the first location name that begins with one of the letters on that dial key.

3. Press **ESI-DEX** again; then select **STA** (for *Station Dex*) in the display.

4. Use the scroll keys (▲ or ▼) to select the desired extension.

5. Select **DIAL** to ring the Esi-Link extension.

> **Tip:** You can also use Location Dex to assign programmable feature keys as station keys and Location Keys. If necessary, see "Programmable feature keys," pp. C.2–C.3.

Examples:

Assigning a Location Key

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.

2. Press **ESI-DEX** until *LOCATION DEX* appears in the display.

3. Press a scroll key (▲ or ▼) until the location is displayed.

4. Press the feature key again.

Assigning a station key

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.

2. Press **ESI-DEX** until *LOCATION DEX* appears in the display.

3. Press a scroll key (▲ or ▼) until the location is displayed.

4. Press **ESI-DEX**; *STATION DEX* will appear in the display.

5. Press **ESI-DEX** again.

6. Press a scroll key (▲ or ▼) until the remote location extension appears.

7. Press the feature key again.

Call forwarding

Here's how to program call forwarding to a remote location extension, mailbox, or department.

On an ESI phone with a two-line display

1. Press a programmed call-forwarding key and a programmable feature key you have already set for the desired destination (whether it is an extension, a mailbox or a department).

   For instance, to forward to extension 112 in Chicago (location 702 in this example), press the Chicago Location Key and then dial **1 1 2**.

2. To **cancel** call forwarding, press the programmed call-forwarding feature key and then press **RELEASE**.

On an ESI phone with a three-line display

1. Press **CFWD**.

2. *Either . . .*

   (a.) Press a programmable feature key you have already set for the desired destination (whether it is an extension, a mailbox or a department).

   . . . or . . .

   (b.) Press the Location Key and then dial the desired extension, mailbox, or department.

   For instance, to forward to extension 112 in Chicago (location 702 in this example), press **CFWD**, press the Chicago Location Key and then dial **1 1 2**.
   Alternatively, you could press **CFWD** and dial **7 0 2 1 1 2** — *i.e.*, **702** (location) + **112** (extension).

3. To **cancel** call forwarding, press **CFWD**.

Note (for either phone):
> Incoming calls that are forwarded when the remote location extension is busy or does not answer will be sent to the call-forwarding destination of the original extension's mailbox. If you regularly forward to a particular remote location extension, you should also assign your mailbox to a Virtual Mailbox Key at that remote location extension (see "Virtual Mailbox Key — remote location" on page H.7 of this document).

Remote outside-line-group access

To help reduce long-distance costs, your administrator may have allowed **remote outside-line-group access**.

To dial a phone number that is local to the remote office:

1. Press the Location Key for the remote office.

2. Dial **9** (or **8** or **71**–**76**)

3. Wait for the second dial tone. Then, when you hear it, dial the desired phone number.

As an example, let's say you're in the Chicago office and need to call a contact near the Dallas office. You know that the Dallas location has an outside line access code of *9* and a location number of *701*. Therefore, you press the Location Key for Dallas (or dial **7 0 1**), dial **9**, wait for the second dial tone and — when you hear it — dial the local Dallas number.

Conferencing

You can conference up to 15 other local and remote location stations and outside calls. A conference member station in a remote location also can add one or two members to an existing conference by using the remote location conference bridge. Additional members can be included; but, because of potential voice quality degradation, ESI recommends that conference bridges from **no more than two remote locations** be used for a conference call. To conference a remote location station:

1. While currently connected to a station or outside line, press **CONF**.

2. Press the Location Key and dial the extension number for the person to be conferenced.

3. When the person answers, press **CONF** again to initiate the conference.

> **Note:** If you decide you don't want to conference this call, after all, press **FLASH** to disconnect the call and reconnect to the first call.

4. To add each additional member to the conference (up to a maximum of 16 total conference members, **counting yourself**), repeat steps 1–3.

ACD agent operation

(Not available on the legacy 12-Key Feature Phone.)

> **Important:** You are being assigned a special feature not explained in the regular station *User's Guide* or tutorial. Be sure to get your **ACD department number** from the system administrator.

An **ACD[1] department** is made up of agents who, when **logged on,** can receive calls for that department. Calls go to the logged-on agent who has been idle for the longest time since answering his/her last ACD call. If all logged-on agents are busy, the ESI system places the calls in a **holding queue** and automatically connects the longest-holding call when an agent becomes available. While holding, callers hear periodic prompts to continue to hold. As an ACD department **agent**, you must have one of your phone's programmable feature keys programmed as an **agent log-on/off key**[2] (see below) for each ACD department to which you're assigned. This key lets you manually place yourself in or out of service for that department's calls.

> **Notes:** It is possible to be logged into two departments at once. Consult your Installer or System Administrator to confirm whether this is available on your particular ESI system.
>
> If no agents are logged on, incoming calls immediately follow that department's call-forwarding routing.

Programming the agent log-on/off key

1. Enter **Help mode** by pressing **PROG/HELP**.

2. Press **3.** Now Help mode will describe each key you press.

3. Press **each** programmable feature key to determine the location of the log-on/off key (the keys have been assigned beginning with the lower left-hand programmable feature key).

4. Press **PROG/HELP** again to leave Help mode.

5. To program a new key location (or if one has not previously been programmed):

   (a.) Hold down the desired programmable feature key for at least two seconds, to enter programming mode.

   (b.) Dial **5** plus the department number.

   (c.) Press the programmable feature key again.

---

[1] Automatic call distribution.
[2] This key is automatically assigned when an extension is set up as a member of an ACD department.

Wrap mode

If you have paperwork or other wrap-up activities after a call, you'll appreciate the system's **wrap mode.** While you're logged on as an agent, pressing the programmed **wrap key** (or placing the call on exclusive hold) prior to disconnecting from a call will set your station in wrap mode — this delays immediate assignment of the next call until you have had time to complete any wrap-up activities. Press the wrap key again to release your station from wrap mode and be available for the next call.

> **Notes:** The Installer may have set a maximum allowable **wrap time**. If so, when you're in wrap mode, the upper-right portion of the display will show a count-down timer indicating the amount of time remaining in wrap mode. At the expiration of this timer, you will automatically be available for the next call.
>
> You need only one wrap key, even if your system allows you to be logged into two departments at the same time.

Programming the wrap key

1. Enter **Help mode** by pressing **PROG/HELP**.

2. Press **3.** Now Help mode will describe each key you press.

3. Press **each** programmable feature key to determine the location of the wrap key (the keys have been assigned beginning with the lower left-hand programmable feature key).

4. Press **PROG/HELP** again to leave Help mode.

5. To program a new key location (or if one has not been previously programmed):

    (a.) Hold down the desired programmable feature key for at least two seconds, to enter programming mode.

    (b.) Dial **5 6 2.**

    (c.) Press the programmable feature key again.

LED indicator

The LED on the agent log-on/off key will indicate your agent status as follows:

LED appearance	Indicated status
Solid green	Logged on
Solid amber	In wrap mode
Solid red	Logged off
Flashing red	Automatically logged off

> **Note:** If you leave your desk and forget to log off, and the system sends a call to your station that is not answered, your station will be automatically logged off. You must log back on, upon returning to your station, to be available again for calls for that department.

Display indications

While you are logged on, the display will show the department's call status as shown below.

- **If you're logged on but idle:**

```
10/12 11:09 AM
Q:  0   WAIT
```

- **If you're logged on and on a call,** the display shows the Caller ID (or line number) and duration of the current call.[1] The second line shows the Department name momentarily and then is replaced by the number of calls waiting in queue and the longest hold time:

```
XYZ CO   2:13
Q:  2   WAIT 1:09
```

Additionally: to help alert agents that calls are in queue, a short tone will be heard each time a new call is added to the queue.

On an ESI phone with a three-line display, a soft key labeled *NXT* (directly beneath the center of the display) can be used to display **additional** ACD information. The following examples explain the information presented.

1.
```
TECH SUPPT   Q:00
SERVICE      Q:00
WT:00:00    NXT
```
PROG/HELP   ▾   ▴   ESI-DEX

The phone is idle. The user is logged into two ACD departments (the one on the top line, *TECH SUPPT*, is the first one the user logged-onto). *WT* (wait) shows how long the longest-waiting call in either queue has been waiting.

2.
```
XYZ COMPANY
5552452039
SALES
```
PROG/HELP   ▾   ▴   ESI-DEX

A call is ringing. The display shows the Caller ID information and the ACD department name — in this case, *SALES*.

3.
```
XYZ COMPANY
5552452039
TECH SUPPT    HOUSTON
```
PROG/HELP   ▾   ▴   ESI-DEX

A call is ringing via Esi-Link from the *HOUSTON* location for the *TECH SUPPT* department (the user may be logged into either one or two ACD departments; but, if it's two, the bottom line of the display makes it clear which department is receiving the Esi-Link call).

4.
```
XYZ COMPANY
TECH SUPPT   Q:03
WT:01:44   NXT    00:23
```
PROG/HELP   ▾   ▴   ESI-DEX

Ten seconds after the user answers the call, his/her display shows the appropriate department name and queue into which the call came.

Pressing the *NXT* soft key takes the user to the next display indication.

5.
```
XYZ COMPANY
5552452039
TECH SUPPT NXT HOU 12:03
```
PROG/HELP   ▾   ▴   ESI-DEX

This shows the full Caller ID information, along with the location's short name (here, *HOU*).

Pressing the *NXT* soft key while this appears takes the user to the next display indication.

(Continued)

---

[1]   On an ESI phone with a two-line display, the call duration appears on the first line of the display. On an ESI phone with a three-line display, the call duration appears on the third line of the display.

6.
```
TECH SUPPT   Q:00
SERVICE      Q:02
WT:03:15   NXT
```
PROG/HELP ▼   ▲ ESI-DEX

This shows how many calls are queued in the two ACD departments where the user is logged on. A wait (*WT*) countdown timer indicates the length that the longest-holding call has been holding.

Pressing the *NXT* soft key while this appears takes the user to the next display indication.

7.
```
TECH SUPPT 01:04
SERVICE    03:15
         NXT   WAITING
```
PROG/HELP ▼   ▲ ESI-DEX

This shows the wait time for current calls ACD departments where the user is logged on.

Pressing the *NXT* soft key while this appears takes the user back to display indication **4**, *above*.

8.
```
12/18 11:00   DAY
NEW  1  OLD   0
         NXT
```
PROG/HELP ▼   ▲ ESI-DEX

The phone is idle. The user is logged onto two ACD departments but has summoned the **normal** idle display shown here by pressing the *NXT* soft key from the ACD idle display (display indication **1**, *above*).

Pressing the *NXT* soft key while this appears takes the user to the next display indication.

9.
```
TECH SUPPT
LOG ON      06:21
WRP:12:03 NXT  TOTALS
```
PROG/HELP ▼   ▲ ESI-DEX

This shows total log-on time (in hours and minutes) and wrap time since the last log-on. Pressing *NXT* again will show log-on totals for the second department. After all of these have appeared, pressing the *NXT* soft key returns the user to display indication **1** (page I.3).

10.
```
9/10 12:22 PM
SERVICE      Q:00
WT:00:00   NXT
```
PROG/HELP ▼   ▲ ESI-DEX

The phone is idle and logged onto a single ACD department.

Pressing the *NXT* soft key takes the user to display indication **9** *(above)*.

11.
```
9/10 12:22 PM
SERVICE      Q:02
WT:01:12   NXT WRP:03:22
```
PROG/HELP ▼   ▲ ESI-DEX

The phone is idle, logged onto a single ACD department, and in wrap mode.

Pressing the *NXT* soft key takes the user to display indication **9** *(above)*.

12.
```
TECH SUPPT   Q:01
SERVICE      Q:02
WT:01:12   NXT WRP:03:23
```
PROG/HELP ▼   ▲ ESI-DEX

The phone is idle, logged onto two ACD departments, and in wrap mode. The display shows what currently is the longest wait time for either department. The wrap mode applies to both departments.

Pressing the *NXT* soft key takes the user to display indication **9** *(above)*.

While logged on: no DND, monitor mode, call forward, or programming

While you are logged on as an agent, the system will deny your station the ability to place your phone in DND or monitor mode or to call-forward calls.

When you log off, your station returns to normal regarding these capabilities.

Call waiting

While you are logged on as an agent, calls routed to you as a member of an ACD department will not call-wait to your station. However, calls that have dialed your extension number *directly* **will** call-wait.

ACD administrator key

Setting a programmable feature key to be an **ACD administrator key** allows a user to view the call activity of an ACD group. Set a programmable feature key with **5 6 3** and the ACD department number (for example, **5 6 3 2 9 0**), and then press the key. It will glow green and the bottom line of an ACD group's display will appear until you press the key again.

To program an ACD administrator key:

1. Hold down the desired programmable feature key for at least two seconds, to enter programming mode.

2. Press **5 6 3** followed by the ACD department number.

> **Note:** If you don't know the department number, contact your System Administrator.

3. Press the same programmable feature key again.

> **Notes:** While you're logged on, your phone's display will show the department's call status (see "Display indications," page I.3); however, department calls **WON'T** be directed to your extension.
>
> The number of ACD administrator keys which can be programmed per department depends on which ESI system you have:
> — One per department on an ESI-50.
> — Two per department on an ESI-100.
> — Four per department on an ESI-200.
> — Eight per department on an ESI-600 or ESI-1000.
>
> The department call display takes priority over most other displays, such as voice mail or user programming. If you must see display information while playing voice messages, log off from the ACD department first.

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 integrated to the phone system (like the ESI phones), its operation and capabilities will be different.[1]

Note: The following ESI system features are **not** available to analog stations:
- Account codes.
- ACD agent or administrator features.
- Call forwarding.
- Call-forwarding/no-answer.
- Call recording.
- Caller ID key.
- DND.
- Esi-Dex.
- Exclusive hold.
- Overhead paging access (unless overhead paging is included in a paging zone).
- Redial from voice mail.
. . . as well as other optional features described in "Special keys" (page F.1).

Tip: To use a non-ESI cordless phone in conjunction with an ESI phone, program a programmable feature key (or use **CFWD**) 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 unanswered calls to your ESI phone's mailbox.

Using 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).

Caller ID

If you subscribe to Caller ID from your telephone service provider, the Caller ID display will show an outside caller's name and/or number.[2] In some instances, the service provider can send only a general caller status — such as *UNAVAILABLE, PRIVATE,* or *NO DATA SENT*.

On internal station-to-station calls, the Caller ID display will show the extension number as the calling number, and the station name as the caller's name. On Esi-Link calls, the Caller ID display will show the location number and extension as the calling number, and the remote location's station name and "short name"[3] as the caller's name.

Note: Caller ID will not display with call-waiting.

Placing calls

When you first lift the handset you will hear internal dial tone. Dial **9** (or **8** or **71–76**) to access an outside line and dial the number. To place an internal call, simply dial the extension number, department number, etc.

---

[1] If you're not sure about the installation of your station, contact your administrator.
[2] If you don't subscribe to Caller ID, the display will show (instead of the caller's name or number) which line is receiving the call.
[3] For example, the Installer might have programmed "DAL" as the short name for a remote location in Dallas.

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; or, to perform a supervised transfer, wait until the called person answers, announce the caller, and then hang up. If the transferred-to person does not answer, FLASH to be reconnected to the original caller.

Transferring a call to a mailbox

To transfer an outside caller to another user's mailbox, FLASH and dial **#** and the mailbox number. You and the caller will be connected to that user's personal greeting. You may choose to hang up immediately or listen to a portion of the personal greeting to assure yourself that you have placed the caller into the correct mailbox. If not, FLASH to exit the mailbox and be reconnected to the original caller.

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

Transferring a call to the main greeting

To transfer an outside caller to the main greeting, FLASH, dial **#** and hang up.

Transferring a user to his/her mailbox

To transfer to his/her mailbox a user who's calling from the outside to pick up messages, FLASH, dial ✶, and the appropriate mailbox number and hang up.

Conference calling

To create a **conference call**:

1. Establish the first call.

2. FLASH twice (**quickly**) to place the call on hold.

3. Place a second call as you normally would.

4. Once connected to the second call, FLASH again to connect all of you together.

> **Notes:** To add an additional member to the conference, FLASH once and then repeat steps 3–4.
>
> A single conference can contain a maximum of 16 members.

To remove or disconnect a conference you're in, just hang up (disconnect).

To **cancel** adding someone to a conference, hang up if:

• The phone is ringing the add-in member's number.
• The add-in member answers the call (you will have only the option to disconnect).
• You're routed to a voice mailbox (if it's a station-to-station call).

In all cases, when the analog station disconnects to cancel the add-in member, the call will ring back and connect to the original station or outside line. You will be automatically reconnected to the conference when cancelling the addition of a member.

> **Note:** Once you FLASH twice to create a new conference, you can't toggle between calls or transfer a connection. This is the same when adding a member to an existing conference.

Call waiting

To enable call waiting for your station, press ✶ **XXX 5 3**, where **xxx** represents your analog station's extension number. Then, if someone calls you while you're already on a call, you'll 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.

> **Note:**   The ESI Communications Server doesn't support call-waiting Caller ID on analog stations.

Call hold

This is used to place **external** callers[1] on hold for retrieval from **any** station within the ESI phone system.

Putting a call on hold

While on an outside call, FLASH and dial ✶ ✶ ✶. A short voice prompt will tell which line number the call is using; you will then receive internal dial tone.

Retrieving a call from on hold

From internal dial tone, dial ✶ ✶ and the line number where the call is on hold.
Dial ✶ ✶ **0** to answer the oldest held call in the system.

Hold recall

If a held call is not retrieved during the period of time (set by the Installer), it will recall to your phone if your station is idle. You will hear three short ring tones. Lift the handset; you will be connected to the held call.

If you are on a call when the recall occurs, you will hear a call waiting tone. To toggle between the two calls, FLASH (**or** hang up, wait for ring, then answer).

Paging

This function allows for paging through an overhead paging system and/or designated available phone speakers.

Press **#** and **0** to access all available stations.

Press **#** and **1, 2, 3, 4, 5, 6, 8** or **9** to access a programmed paging zone.

> **Note:**   A page will not be sent to the speakers of phones in use.

> **Tip:**   To page for pick up of an outside call, put the caller on hold by dialing FLASH ✶ ✶ ✶. 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."*

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.

---

[1]   An analog station can't put an **internal** call on hold.

Voice mail operation from an analog station

The ESI system will provide accurate and timely messages. Others will become more comfortable leaving you voice messages if you pick-up and respond to your messages promptly.

Personal greetings

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

Sample greeting 1:

> *Hi, this is [name]. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can.*

Sample greeting 2:

> *Hi, this is [name]. I'm out of the office. You may dial **1 2 2** for my assistant or, if you prefer, you may leave me a voice message at the tone — I'll check in regularly — or, if it's important, dial **4** now to reach me on my cell phone or dial **2** now to leave me an urgent message that will page me automatically.*[1]

Sample greeting 3:

> *Hi, this is [name]. I'm away from my desk at the moment. To have me paged, dial **3**. To reach the operator, dial zero. Otherwise, leave your name and phone number at the beep so I can return your call.*[1]

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

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
2	To mark this message as *urgent* (see "Urgent messages," page D.10)
3	To page (internally) the person for whom the caller is leaving a voice mail message
4	To perform off-premises "reach-me" (see "Off-premises 'reach-me,'" page D.3)[2]
8	To the main greeting (if your system is using the auto attendant)
XXX	An extension number of another user

> **Note:** Option 3 is available only when personal greeting 3 has been recorded; and option 4 is available only when personal greeting 2 has been recorded.

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

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

> **Warning:** Deleting your personal greeting will not revert to the initial default greeting, but **will** turn off your mailbox.

Message waiting indication

If you have new messages, you will hear a short prompt *("You have new messages")* followed by internal dial tone whenever you lift the handset to place a call. You can choose to retrieve your messages then, or place the call.

> **Note:** The ESI Communications Server doesn't support any visual message-waiting indication on an analog station.

---

[1] These sample greetings refer to certain features which may not be activated for your extension; consult your System Administrator for additional information, if necessary.

[2] If your system is using ESI Presence Management, consult the *ESI Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using ESI Presence Management, consult your System Administrator. For more information about ESI Presence Management, visit *www.esi-estech.com/presence*.

Retrieving messages

You can pick up messages from your station, when away from the office or from another user's ESI phone.

1. Lift the handset, and then dial ✶ followed by your extension number. If calling from the outside, at the main greeting, press ✶ and enter your extension number or have the operator transfer you by pressing **VOICE MAIL**, ✶ , and entering your extension number.

2. If required, enter your password. the ESI system will announce the number of new and old messages and will start playback of messages with the oldest new message and continue until all messages and recordings have played.

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") 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 light gray, below, either change or are not available when you're using an ESI phone (see page D.6).

Key	Function	Description
1	Pause	Pauses for one minute or until **1** is pressed again.
2	Hear time/date	Pauses the message, plays the time/date of when the message was left and resumes.
3	Reply	Replies to the originator of a message (if from a user in the system). Record your reply at the tone; press **1** to stop. You will be returned to your mailbox and the original message.
4	Back up (rewind)	When pressed during message playback, rewinds 4 seconds for each key press. If pressed after the message has finished, it returns you to the beginning of the message.
5	Access user programming	Accesses user programming menu.
6	Move	Moves a copy of the message to other users' mailboxes. You may move the copy with or without an introduction. After the move, the system returns you to your mailbox and the original message.
7	Delete	Deletes the message from the mailbox (see "Message Recycle Bin," page D.10).
8	Main greeting	Goes to the main greeting (if your system is using the built-in auto attendant).
9	Save	Saves the message (it will be played as an old message the next time messages are picked up).
9 9	Save as new	Skips over a new message and leaves it as a new message (*i.e.,* it will be played as a new message the next time you pick up messages). You must press the **9** key twice within two seconds.
0	Operator	Transfers you to the operator.
#	Leave a message	Lets you record a message in one or more mailboxes. At the prompt, enter the desired mailbox number. Press **#** and then enter up to 65 mailbox numbers, using the phone's dialpad and programmable feature keys. Mailboxes in a department count toward the maximum of 65.
✶	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 phone

Press **VOICE MAIL** ✶ and dial your extension number. Follow the procedures described on page J.5.

Analog station programming

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

1 Select personal 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 personal greeting

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

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

2 Delete personal greeting

When prompted, press **2** again to confirm deletion.

> **Warning:** Don't delete **all** of your greetings. If you do, the system will turn off your mailbox until there is once again at least one greeting.

3 Hear current personal greeting

3 Call waiting

1 Enable call waiting

0 Disable call waiting

5 Password

The password will apply to station programming, voice mail retrieval and certain other features (when activated).

1 Enter new password

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

2 Delete current password

3 Hear current password

4 Password security level

Select one of the following password levels.

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

Off-premises message delivery

The ESI phone system can be programmed to deliver messages to an off-premises phone and/or to page you when your voice mailbox receives a message. You can set the phone number (cell phone, home number, another extension, etc.), and the pager number. You can further set the system to deliver only messages marked as urgent (see "Urgent messages," page D.10).[1]

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**
* **Phone, then pager** — Attempts phone delivery until the maximum number of attempts has been tried, then follows paging programming.
* **Phone and page at the same time**
* **No off-premises delivery**

Phone delivery

Whenever it receives a new/urgent message into your mailbox, the system will call the number that you have programmed and play the prompt "*You have messages; please enter your password.*" The prompt will repeat three times before assuming that no one has answered and disconnecting.

Upon answering, enter your password (if **no** password is set, you must enter **0**). You will then be connected to your mailbox and can proceed with normal message retrieval operation.

> **Note:** A "✶" response instead of the password will cause the system to suspend calling until another urgent/new message is received.

Pager notification

Pager notification can be programmed to operate as the sole notification method or in conjunction with phone delivery.

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

> **Note:** Entering or deleting the phone number that is to be called for off-premises delivery or to activate your pager will turn the feature on or off, respectively.

---

[1] If pauses or other special dialing characters are required in the phone or pager number, contact the System Administrator.

6 Off-premises message delivery

1 Delivery options

1 Delivery to phone number only

2 Notify pager only

3 Call phone first, then page

4 Call phone and page at the same time

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 **71–76**) 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 **71–76**) 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.

4 Urgent message activation

1 Urgent messages only

Only urgent messages (see "Urgent messages," page J.9) will be delivered.

> **Note:** Remember to say in your personal greeting that callers should press **2** to mark a message as urgent. (For more on personal greetings, see page D.1.)

2 All new messages

Any new message will be delivered.

Urgent messages

You can have all new messages delivered as explained in the previous discussion or only those marked as urgent. If you have enabled *urgent messages* as part of user programming, you must include, in your personal greeting, instructions to the caller to press **2** to mark the message as urgent. In addition, messages marked urgent will be played ahead of other new messages during message retrieval.

9 *Message Recycle Bin (un-delete)*

Each user's most recently deleted 10 messages will be stored in a **Message Recycle Bin** to allow the user to recover messages that may have been deleted in error.

The most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as an old message.

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