

## Using your phone

### Answering a call

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

### Placing an outside call

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

### Placing an intercom call

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

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

### Speed-dialing with Esi-Dex

You can select and auto-dial from three speed-dialing lists (or *Dexes*): the System Dex; the Station User’s Dex, and a Personal Dex of names and numbers you have either entered via keypad or captured via Caller ID. Repeatedly press **ESI-DEX** (while your station is idle) until you reach the desired Dex, then repeatedly press the dialpad key corresponding to the first letter of the desired name. When the name appears, press **ESI-DEX** again to auto-dial the number.

### Transferring a call to another station

While connected to an outside caller, press the unlit Station Key for the person to receive the call (or press **TRANSFER** and dial the extension number). To perform an unsupervised transfer, hang up immediately. For a supervised transfer, wait until the called party answers, announce the call, then hang up.

If, during a supervised transfer, the transferred-to party doesn’t answer, press the station key again or press **FLASH** to return to the original caller; or hang up to release the call to the station’s mailbox.

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

### Transferring a call directly to mailbox

To transfer an outside call to another user’s mailbox, press **VOICEMAIL** and the appropriate station key (or press **VOICEMAIL** and then **TRANSFER**, and then dial the extension number). Even though you both will hear the personal greeting, you can hang up at any time to release the call to the mailbox.

### Transferring a call to the main menu

To transfer an outside call to the main menu, press **VOICEMAIL** and hang up.

### Leaving a message in another user’s mailbox

Press **VOICEMAIL** and the appropriate station key (or press **VOICEMAIL** and then **TRANSFER**, and then dial the extension number). If you press **1** during the user’s personal greeting, you will advance directly to the record tone.

To leave a message in several mailboxes (Quick Groups), press **VOICEMAIL** and the appropriate station keys prior to the record tone.

### Initiating a conference call

While connected to a call, press **CONF** and call another station or outside party. Repeat the step to add another party (the maximum, including you, is four) to the conference. Hang up to disconnect all parties in the conference. If the newest added-on party does not answer, press his/her station key again or press **RELEASE** to return to the original conferees.

### Picking up a call at another station

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

### Call waiting

If you receive another call while you’re already on a call and you have activated call waiting (see “Programming your phone,” elsewhere in this guide), you will hear a tone in your earpiece and the bottom line of your display will indicate that a call is waiting. You can ignore the call waiting (and it will be directed to your mailbox), or you can toggle between the two callers by pressing **FLASH**. To drop either call, press **RELEASE** and you will be automatically connected to the other call (or hang up while connected to the call to be dropped and your phone will then ring with the other call).

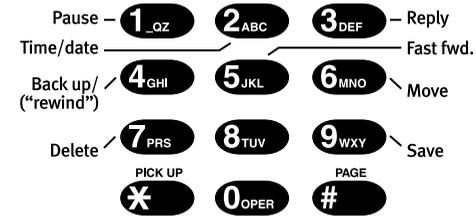
## Using voice mail

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

### Retrieving messages from your station

1. Press **VOICEMAIL**.
2. Input your password when prompted: \_\_\_\_\_#  
The default password is **0** (meaning, no password required).

During playback of a message, the display will show the originator of the message, the duration of the message, whether it’s new or old, and the time/date of the message.



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

- 1 Pause** — Pauses playback for one minute or until pressed again.
- 2 Time/date to number** — Toggles the display between the time/date and the Caller ID number (if available).
- 3 Reply** — To automatically reply to a message from another user (within the system). Begin recording your reply at the tone; press **1** to stop. You will then be returned to the original message for further action.
- 4 Back up** — Backs up (“rewinds”) playback four seconds for each time you press it during message playback. If pressed after the message has finished, returns you to the beginning of the message.
- 5 Fast forward** — Advances playback four seconds each time you press it.
- 6 Move** — Moves a copy of the message to another user’s mailbox or to a Quick Group. If you wish to add an introduction, press **1** when prompted. The phone system will respond with the mailbox greeting and record tone. When you’ve finished your recording, press **1** to stop.

**7 Delete** — Deletes the message.

**9 Save** — Saves the message. It will be played as an old message the next time messages are retrieved.

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

**Note:** If you receive a call waiting tone while picking up messages, you can ignore the waiting call, or answer the call by hanging up to exit voice mail. Your phone will then ring. Lift the handset and you will be connected to the waiting call.

### Retrieving messages from a remote location

1. At the main greeting, press **\*** and input your mailbox number: \* \_\_\_\_\_ or have the operator transfer you by pressing **VOICEMAIL** and then **\***, and entering your mailbox number.
2. Input your password (if required) \_\_\_\_\_#

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

The **additional** key functions listed below may be used from a remote location:

- 2 Hear time/date** — Pauses the message, plays the time/date of the message and then resumes playback.
- 5 Access user programming** — Lets you change the personal greeting or password.  
**Note:** Fast forward is not available from a remote location.
- 8 Main greeting** — Returns you to the main greeting.
- 0 Operator** — Transfers you to the operator.
- # Leave a message In another mailbox** — When prompted, enter the user’s mailbox number.
- \* To disconnect** — Use before hanging up (if pressed during playback of a message, the message will be saved).

### Mailbox personal greetings

You can record up to three personal greetings (**PROG/HELP 1**) and then, change between them as desired.

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

## Phone keys' descriptions

### PROG/HELP (Program/Help)

Press **PROG/HELP** to access programming or for user help.

### Programmable feature keys

The 16 programmable feature keys can be programmed as:

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

### RELEASE

Lets you drop a call without replacing the handset.

### PARK

Press to place a caller on “hold” for pick up at **any** station.

To pick up a parked call, press **PARK**. The display will show which CO lines are holding parked calls, with the most recently parked calls on the right. Enter the appropriate line number — for example, **1 2** for line 12 — to pick up the call.

### HOLD

To place a caller on hold for pick up **only** at your station.

### SPEAKER

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

### RECORD

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

### CONF

While on a call, press **CONF** and call someone else to add him/-her to a conference call among up to four people (counting you).

### MUTE/DND

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

### TRANSFER

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

### FLASH

Press **FLASH** to generate a flash hook on the outside line or to toggle between calls waiting.

### REDIAL

Press **REDIAL** to redial the last outside number dialed. If you have Caller ID service, press **REDIAL** while listening to a voice mail message to automatically return the call.

### PICK UP

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

### PAGE

To page through all available stations, press **PAGE 0**.

To page in only a programmed paging zone, press **PAGE** and **1, 2, or 3** (depending upon the zone designation; see the system administrator for assistance).

## Other features

### Monitor mode

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

### Call forwarding

Dial **5 6 5** and then press a station key to forward your call to that station. To disable call forwarding, dial **5 6 5** and hang up. You can also program a Programmable key with **565** to create a Call Forward Key.

### Message un-delete

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

## Using Help Mode

Your phone's Help Mode is designed to help you learn:

- **How to use your phone**
- **How to use voice mail**
- **About phone features**
- **How to handle calls and messages (user tutorial)**

To access one of the topics above, press **PROG/HELP 0** and choose the desired topic from the menu.

While programming a feature on your phone, you can press **PROG/HELP** to hear a more detailed description of that feature.

The on-board user tutorial (**PROG/HELP 0 4**) will explain all aspects of call and message handling in a logical, step-by-step manner.

## Programming your phone

### Setting your phone preferences

Press **PROG/HELP** and make selections from the menu choices (during any programming step, you can press **PROG/HELP** Key for a detailed description of the feature).

#### 0 Help

- 1 How to use the phone
- 2 How to use voice mail
- 3 Phone features
- 4 User tutorial

#### 1 Select personal greeting

- 1 Record
- 2 Delete
- 3 Hear

#### 2 Programmable feature keys

#### 3 Station options

- 1 Call waiting
- 2 Personal greeting reminder
- 3 Headset operation
- 4 Dial tone preference
- 5 Hands-free answer
- 6 Monitor mode

#### 4 Station audibles

- 1 Station ring tone
- 2 Station ring volume
- 3 Message ring

#### 5 Password

- 1 Enter
- 2 Delete
- 3 Hear
- 4 Security level

#### 6 External notification

#### 9 Un-delete

# Feature Phone Guide



Detailed help available at  
[www.esi-estech.com](http://www.esi-estech.com)