Programming your phone

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

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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 Hang
2 Programmable feature keys
3 Station options
1 Call waiting
2 Personal greeting reminder
3 Dial tone preference
4 Hands-free answer
6 Monitor mode

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

Programmable feature keys
There are two methods for programming your phone:

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

• Traditional programming — Press PROGRAM. The Verbal User Guide will speak to you, walking you through the full menu, during which you can choose the appropriate option. The programmable feature keys can be programmed as:

  • Line keys — If programmed with a two-digit line number, the key will become a line key providing lamp information and outside line access.

  • Station keys — If programmed with a three-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, B, or T) plus the phone number.

  • Additional-feature keys — Depending on your system, these may include day/night control, service observing, agent log-on, system speed dial, personal greeting, etc. See the System Administrator for assistance.

Special features

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

Call forwarding
On a 24-Key Feature Phone: 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 create a call-forward key by assigning 5 6 5 to a programmable feature key.

On a 48-Key Feature Phone: Press CFWD and then press a station key (or an extension) to forward your call to that station. To disable call forwarding, dial CFWD and hang up.

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

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

Headset jack
Your phone may also be equipped with a headset jack (located on the bottom of the phone). To use a headset, first assign 5 6 4 to a programmable feature key, making it a headset key, then plug the headset into the phone. To answer a call, press the headset key you programmed (to release the call, press the headset key again). You can still use the handset at any time; however, when you switch back to headset mode, you must press the programmed headset key before placing the handset back in its cradle. (See the User’s Guide for more details.)

Note: You must program headset operation (PROGRAM 3) and use an external headset amplifier if you are using an ESII phone without a headset jack on an ESII system manufactured in 2003.

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

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

The on-board user tutorial — HELP 4 — explains all aspects of call and message handling in a logical, step-by-step manner.

Using voice mail

Note: Certain ESII phone systems have either an Integrated Answering Machine (which works differently than shown below) or no voice mail at all. Consult your System Administrator for more information.

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

Retrieving messages from your station
1. Press VOICE MAIL.
2. When prompted, enter your password (if required): #. The default password is 9 (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.

Pause — Pauses playback for one minute or until pressed again.

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

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.

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 message’s beginning.

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

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 or voice prompt. When you’ve finished your recording, press 1 to stop.

Delete — Deletes the message.

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

Note: 9 9 saves the message as a new message.

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

Retrieving messages from a remote location
1. At the main greeting, either press # and enter your mailbox number: # or have the operator transfer you by pressing VOICE MAIL and then #, and entering your mailbox number.
2. When prompted, enter your password (if required): #. The default password is 9 (meaning, no password 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.
3 Access user programming — Lets you change the personal greeting or password.
4 Main greeting — Returns you to the main greeting.
5 Operator — Transfers you to the operator.
6 Leave a message in another mailbox — When prompted, enter the user’s mailbox number.
7 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 (PROGRAM 1), and then change between them as desired.

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

Note: Fast forward is not available from a remote location.
Transferring a call directly to mailbox

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

Transferring a call to the main menu

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

Leaving a message in another user’s mailbox

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

To leave a message in several mailboxes (Quick Groups), press VOICE MAIL 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 person. Repeat the step to add another person (the maximum, including you, is four) to the conference. Hang up to disconnect all persons in the conference. If the newest added-on person does not answer, press his/her station key again or press FLASH to return to the original conference.

Picking up a call at another station

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

Dialing 911

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

Consult your System Administrator for information on printing feature key overlays for an ESI 12-Key Feature Phone.