Using your phone

Answering a call
When your phone rings, press TALK or the speaker key.

Placing an outside call
Press TALK and dial the line access code 9 (or 8 or 7). You must press TALK before dialing any digits on the keypad, even if you intend to use the built-in speakerphone.

Placing an intercom call
Press TALK and dial the extension number, or press a programmed feature key.

The line key LEDs indicate:
- Solid red = Line or station is in use
- "Winking" red = Do-not-disturb (DND) mode
- Blinking red = Line is ringing

Releasing a call
To release a call, either press TALK or place the handset in its cradle.

Use of headset
To use a compatible headset with the Cordless Handset, simply plug the headset into the headset jack located on the handset's side. Normal — i.e., unless special programming has occurred — audio will automatically pass through the headset.

Transferring a call to another station
While connected to an outside caller, press TRANS/CONF and dial the extension number (or press the unit station key for the person to receive the call). To perform an unsupervised transfer, hang up immediately (press TALK). For a supervised transfer, wait until the called person answers, announce the call, then hang up (press TALK). If a supervised transfer occurs, the transferred person does not answer, press FLASH/RDL (or press the station key again) to return to the original caller; or press TALK to release the call to the station's mailbox.

If you call or transfer a call to a station in use (the station key is solid red), the called person can handle your call as outlined in the calling features (see feature key overlays). The Handset's available ringer types are slightly different than those for an ESL desktop phone.

Power-down modes
- Power-saving mode activates after the Cordless Handset has been idle for 30 seconds. In this mode, the phone doesn't update its LEDs or most of its display to show new status (but you will still see an envelope icon if you have new messages).
- Deep-sleep mode activates after the Cordless Handset has been idle for more than 3 minutes. In this mode, the phone doesn't update its LEDs or display new status, including the indication of new messages.

Receiving an incoming call or pressing any phone key (except on the dialpad) will take the Cordless Handset out of either of these modes. Both are designed to extend the life of the battery while it's out of the cradle; however, you can disable the power-saving mode in station programming step 3 (or 7).

Hardware
- Charger — When not using the Cordless Handset, place it in the charger's cradle to keep the Handset's battery charged.
- Base station — This device communicates between the Cordless Handset and the ESI system.
- Repeater (optional) — Connects between the Cordless Handset and the base station to extend signal range.

Software
- Mute — To mute the Cordless Handset, while on a call, press the Mute key located next to the TALK key.

Leaving a message in another user’s mailbox
Press V MAIL and then TRANS/CONF, and then dial the extension number (or press V MAIL and the appropriate station key). 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 V MAIL and, prior to the record tone, either press the appropriate station keys or enter the appropriate extension numbers.

Transferring a call to another station
If a call is ringing at another station (it’s programmed into one of your station keys, that key will be blinking red), that call can be picked up at the called station. If the call is not answered, the call will go to the message center. If the station key is solid red (not flashing), the called person can handle your call as outlined in the calling features.

Pressing key 103 will 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/RDL. To drop either call, press TALK. Your phone will then ring with the other call.

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

Fixed keys and their uses
TALK — Press TALK to start or release (hang up on a call), or to answer.

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

To place a caller on exclusive hold — i.e., for pickup only at your station — press HOLD for at least two seconds. The display will show “E” next to the outside line where the call is on hold just for your station.

FLASH/RDL — Flash (Flash/Redial)
When you’re on a call, press this key to generate a flash hook on the outside line and transfer the call to the other line. Otherwise, press this key to redial the last outside number dialed. If you have Caller ID service, press this key while listening to a voice mail message to automatically return the call.

TRANS/CONF/PROG — Transfer/Conference/Program
Let you transfer a call to a station for which you don’t have a programmed station key. Press TRANS/CONF/PROG and then dial the extension number. Additionally, while on a call, you can press TRANS/CONF/PROG and call someone else to add a member to a conference call (consult your particular ESI system's User's Guide to determine how many, counting you, may participate simultaneously in this call). When the phone is idle, press TRANS/CONF/PROG to perform station programming.

V MAIL — Volume
The Handset's available ringer types are slightly different than those for an ESL desktop phone.

Special features
Call forwarding
Dial 5 6 5 and then either dial an extension or press a station key to forward your call to that station. To disable call forwarding, dial 5 6 5 and press TALK to hang up. You can create a call-forward key by assigning 5 6 5 to a programmable feature key.

DND (do-not-disturb) mode
Program the code 5 8 5 into one of the eight programmable feature keys and just press this key to toggle into and out of DND (do-not-disturb) mode.

Call recording
Program the code 5 8 5 into one of the eight feature keys and just press this key while on a call to toggle live call recording on and off. If you press the key when the Cordless Handset is idle, you can record a personal memo. The system keeps all your recordings in your station's voice mailbox.

Quick Switch Key
Verify with the system Installer or Administrator that your Cordless Handset has been associated with an ESI desktop phone, which is needed to use this feature.

Key code 583 can be programmed on only one of the programmable feature keys of an ESL desktop phone.

When the phone is idle, press the key to select a ring option:
- Ring desktop — Incoming calls to either your desktop phone or Cordless Handset will ring only the desktop phone.
- Ring cordless — Incoming calls to either your desktop phone or Cordless Handset will ring only the Cordless Handset.
- No-ring option — When a caller (or is transferred to) the desktop phone, only the desktop phone rings. If the caller dials (or is transferred to) the Cordless Handset, only the Cordless Handset rings.

While you’re on a call or when either the desktop phone or Cordless Handset is ringing, the Quick Switch Key will be lit green, which signifies a “push” action can be performed:
- While connected to a call on your desktop phone, press the Quick Switch Key to “push” the call to the Cordless Handset. This generally performs a blind transfer. The Cordless Handset will ring, while the desktop phone automatically disconnects. Note: If you press TALK while on a call to the Cordless Handset, the Cordless Handset will answer the call.
- While connected to a call on your Cordless Handset, press the Quick Switch Key on the desktop phone to “push” the call to the desktop phone. The Cordless Handset will automatically disconnect and the desktop phone will ring (or go into speakerphone mode).

Note: If you've “pushed” a call (i.e., attempted to retrieve the call by pressing the Quick Switch Key again.

Refer to the applicable User's Guide for more information concerning the Quick Switch Key.

Consult your System Administrator for information on printing feature key overlays.
Programming your phone

Setting your phone preferences

Press PROG to access programming, and then select from the menu choices:

1. Select personal greeting
2. Record
3. Delete
4. Hear
5. Password
6. Station options
7. Call waiting
8. Personal greeting reminder
9. Hands-free answer

Message Recycle Bin (un-delete)

Note: Certain Cordless Handset-compatible ESI systems have an Integrated Answering Machine (which works differently than shown herein). Consult your System Administrator for more information.

If you have new messages, your display will show an envelope icon.

Retrieving messages from your station

1. Press V MAIL.
2. When prompted, enter your password (if required): _____ #
   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.

3. When you hear the prompt for the message you want to listen to, press PROG and enter your mailbox number: #.
   The ESI system will announce the number of new and old messages and play the oldest new message.

4. To replay the message, press PROG and enter your mailbox number: #.
   The message will begin playing back from the beginning.

5. The message will play until you press 1 to stop, or until the message has finished.
6. Press 1 to stop.

For more options, listen to the prompts that you’ll hear after the message plays.

Mailbox personal greetings

You can record up to three personal greetings (PROG 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 a detailed message and I’ll respond to it promptly.”

When finished, press TALK to hang up (if you hang up while a message is playing back, the message will remain “new”.

Using voice mail

Note: Certain Cordless Handset-compatible ESI systems have an Integrated Answering Machine (which works differently than shown herein). Consult your System Administrator for more information.

If you have new messages, your display will show an envelope icon.

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 1 (Mailbox personal greetings)
   then Press # and then enter your mailbox number.

2. When prompted, enter your password (if required): _____ #
   The default password is 0 (meaning, no password required).
   The ESI 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. When prompted, enter your password (if required): _____ #

For more options, listen to the prompts that you’ll hear after the message plays.

Quick-Reference Guide

Visit www.esi-estech.com/users for detailed user help

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