Using your phone

Answering a call
When your phone rings, press TALK or the speaker key (2).

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 outside call via analog CO line
Before dialing any digits on the keypad, press the LCL (local analog CO line) key and wait for analog CO dial tone.

Placing an outside call via analog CO line
If the LCL keys haven't been programmed, press TALK twice to ensure that the handset is not longer in a power-down mode, and then press # and wait for analog CO dial tone before dialing any digits on the keypad.

Placing an intercom call
Press TALK and dial the extension number, or press a programmed station key. The station key will ring for the person you wish to call.

Solid red = Line or station is in use
“Winking” red = Do-not-disturb (DND) mode
Blinking red = Line or station is ringing

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

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

Transferring an IP call to another station
While connected to an outside call, 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, and then hang up (press TALK). If, during a supervised transfer, the transferred-to person doesn't answer, press FLASH/RLD (or press the station key again) to return to the original call, 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 next column — or decide not to take your call, in which case it will forward to the calling number.

Transferring an IP call directly to mailbox
To transfer an outside call to another user's mailbox, press V MAIL and the appropriate station key (or press V MAIL and then TRANS/CONF) 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 an IP call to the main menu
To transfer an outside call to the main menu, press V MAIL, and hang up.

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 before the user's personal greeting, you will advance directly to the record tone.

To leave a message in several mailboxes (Quick Group), press V MAIL and, after the record tone, either press the appropriate station keys or enter the appropriate extension numbers.

Initiating a conference call
While connected to an IP call, press TRANS/CONF and call another station or outside person. Repeat the step to add another person (the maximum, including you, is 16). Hang up (press TALK) to disconnect all persons in the conference. If the newest added person does not answer, press FLASH/RLD 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 by your station by pressing TALK, then either pressing the ringing station key or entering the extension number (e.g., press TRANS/CONF and dial the extension number). If you call a held call, press 5 6 5 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 redialled to your mailbox), or you can toggle between the two calls by pressing FLASH/RLD. To drop either call, press TALK. Your phone will then ring with the other call.

IMPORTANT: Dialing 9 1 1 — analog CO line ONLY
This is a local intelligence-preprogrammed number if you're connected to an analog CO line.

Before dialing 9 1 1 to place an emergency call, press the LCL (local analog CO line) key and wait for analog CO dial tone.

To place a call on extension 1 0 3.

To add another person to the conference, press TRANS/CONF and dial a held call (if you have new messages).

Deep sleep mode activates after the Cordless Handset has been idle for five minutes. Once in this mode, the phone doesn't update its LEDS or its display to show new status (but will still show messages to that station (if you have new messages)).

Repeating an incoming call or pressing any phone key (except on the display) 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 37 (3, then T).

Included 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 ES1 system.
- Repeater — Placed between the Cordless Handset and the base station to extend signal range.

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

HOLD
Press to place a call 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 calls on the right. Enter the appropriate line number — for example, 1 2 or line 12 — to pick up the call.

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

FLASH/RLD (Flash/Redial)
When you're on a call, press this key to generate a flash hook on the outside line or to toggle between calls waiting.

Also, while on an IP call, you can press TRANS/CONF and dial someone else to answer your call. (See your particular ES1 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 to perform station programming.

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

Power-down modes
- Power-saving mode activates after the Cordless Handset has been idle for five minutes. Once in this mode, the phone doesn't update its LEDS or its display to show new status (but will still show messages to that station (if you have new messages)).
- Deep sleep mode activates after the Cordless Handset has been idle for five minutes. Once in this mode, the phone doesn't update its LEDS or its display to show new status, including the indication of new messages.

Receiving an incoming call or pressing any phone key (except on the display) 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 37 (3, then T).

Consult your System Administrator for information on programming feature key overlays.

# (Page)
To page through all available stations, press TALK # 0.

Vol (Volume)
While on a call, adjust the earpiece volume by pressing the one of the vol keys — either “plus” or “minus/off” — on the Cordless Handset's side. To change the ringer type and volume, press the same key when the Cordless Handset is idle (to turn the ringer completely off, hold down the "minus" vol key).

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

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 7 8 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 codes 5 8 2 into one of the eight programmable feature keys and just press this key while on a call to generate a live call recording. (Consult your particular ES1 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 to perform station programming.

Local analog CO line
Program the codes 5 8 2 into one of the eight programmable feature keys, and just press this key while on a call to generate a live call recording. (Consult your particular ES1 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 to perform station programming.

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

Note: The Handset’s available ringer types are slightly different than those for an ESI desktop Feature Phone.
Programming your phone

Setting your phone preferences

- Press PROG to access programming, and then select from the following:
  1. Select personal greeting
  2. Select audio mode
  3. Select ring
  4. Select audible
  5. Edit display
  6. Select area code
  7. Select speed-dial key
  8. Select message key
  9. Select message key

Note: To change an item, enter the new setting. To exit programming, press TALK to return to the desired mode.

Retrieving messages from your station

1. At the main greeting, enter the extension you wish to listen to. The system will announce the number of new and old messages and play the oldest new message.
2. During playback of a message, the display will show the source of the message, the duration of the message, whether it's new or old, and the time/date of the message.
3. The additional key functions listed below may be used from a remote location:
   - Change personal greeting
   - Change password

Mailbox personal greetings

You can record up to 30 personal greetings. (PROG 1) and then change the personal greeting as desired.

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

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

Quick-Reference Guide

Visit www.esiusers.com for detailed user help.

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