Programming your phone

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

1. At the main greeting, either press number: _________ or have the operator transfer you to VOICE MAIL, and entering your mailbox number.

2. When prompted, enter 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:

- Help — Press PROG/HELP 1
- Record — Press PROG/HELP 2
- Delete — Press PROG/HELP 3
- Hear — Press PROG/HELP 4
- Security level
- Password — Press PROG/HELP 5
- Voice mail — Press PROG/HELP 6
- Call waiting — Press PROG/HELP 7
- Personal Call Routing — Press PROG/HELP 8
- Message Recycle Bin — Press PROG/HELP 9

Note: Certain items shown in the menu above may not be applicable to your specific ESI 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 PROG/HELP. 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- or four-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** — Depending on your system, these may include day/night override, 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**
Press $ 6 5 and then press a station key (or enter an extension) to forward your call to that station. To disable call forwarding, dial $ 6 5 and hang up. You can create a call-forward key by assigning $ 6 5 to a programmable feature key.

**Message Recycle Bin (un-delete)**
Your phone system stores your 10 most recently deleted messages in a Message Recycle Bin (PROG/HELP 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 right corner of the phone, indicates three conditions. A phone that’s off-hook... (third priority). The indicator will light according to the priority of the condition.

**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 PROG/HELP and choose 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 — explains all aspects of call and message handling in a logical, step-by-step manner.

**Using voice mail**
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 phone system will announce the number of new and old messages and play the oldest 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 phone system will announce the number of new and old messages and play the oldest new message.

**Note:** Fast forward is not available from a remote location.

**Main greeting** — Returns you to the main greeting.

**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.”

Hang up when finished. (If you hang up while a message is playing back, the message will remain a “new” message.)
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, press and a station key to 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 = Ringing from another call
- Blinking green = Ringing from your call
- Solid amber = Off-premises

Speed-dialing with ESI-Dex
You can select and auto-dial from three speed-dialing lists (Dexes): the System Dex, the Station User's Dex, the Location Dex (if you're using ESI-Link) and a Personal Dex of names and numbers you have entered via keypad or captured via Caller ID. (This data may also be programmed by your installer or system administrator.)

Repeatedly press ESI-DEX (while your station is idle) until you reach the desired Dex, then use the dialpad keys to enter up to the first three letters of the desired name. If necessary, use the volume/scroll keys ( and ) to find the desired name. When it appears, press ESI-DEX again to auto-dial the number.

Transferring a call to the main menu
To transfer an outside call to the main menu, 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.

Initiating a conference call
While connected to a call, press CONF, call another station or outside person, and then press CONF again. Repeat this procedure to add another person (up to the maximum, including you, that your ESI system allows) to the conference. Hang up to disconnect all persons in the conference. If the newest addition person does not answer, press his/her station key again or press FLASH/RDL to return to the original conferes.

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 PU9, then either pressing the ringing station key or entering the extension number (e.g., PUP 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 second 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, hang up while connected to the call to be dropped and your phone will then ring with the other call.

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

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, 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.

Leaving a message in another user's mailbox
Press VOICE MAIL, and then press the mailbox assigned number (or press VOICE MAIL and then TRANSFER, and then dial the extension number). If you press 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.

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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 PU9, then either pressing the ringing station key or entering the extension number (e.g., PUP 1 0 3 to pick up a call on extension 103).

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