



# ESI Feature Phone

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## User's Guide FOR IVX<sup>®</sup> S-Class WITH Integrated Answering Machine

0450-0484  
Rev. E



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(This page included for pagination purposes only.)

# Introduction

Accessing the rich ESI feature set is simple and easy through the straightforward design of ESI Feature Phones. Each feature has been designed for ease of use while providing capabilities needed in an advanced business phone. As for the IVX S-Class phone system itself, its Integrated Answering Machine™ functions like a traditional answering machine but with additional, special features.

You'll be able to learn many of the features simply by using your phone; and this *User's Guide* will introduce you to the wide variety of features offered by your ESI phone system and how to use your phone effectively to achieve maximum benefits.

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## What it covers

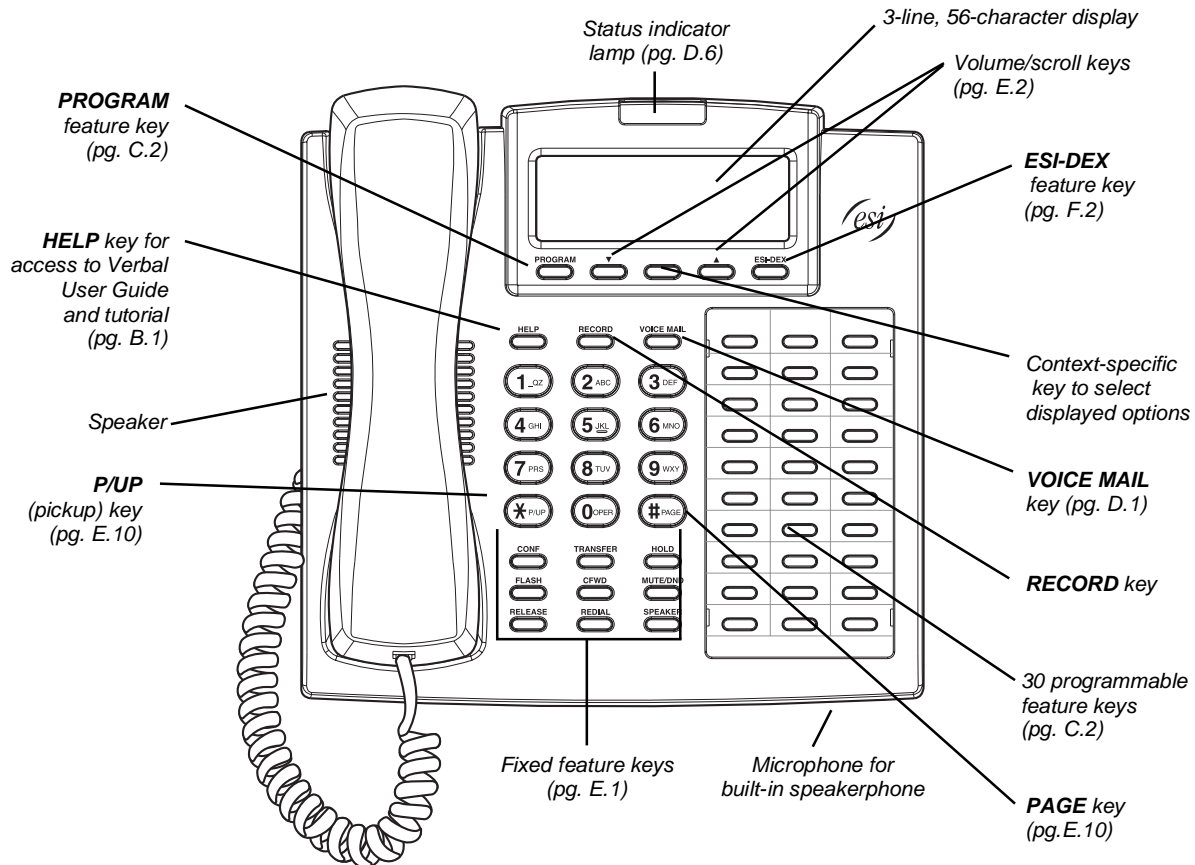
- 48-Key Feature Phone
  - 24-Key Feature Phone
  - 12-Key Feature Phone
  - 60-Key Expansion Console (for use with only the 48-Key Feature Phone)
- 

## How it's arranged

- Section A — Introduction and Phone Illustrations
- Section B — User help
- Section C — User programming
- Section D — Integrated Answering Machine operation
- Section E — Phone operation
- Section F — Special keys and features
- Section G — Analog Stations
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## 48-Key Feature Phone

The **48-Key Feature Phone** has a variety of programmable and built-in features. Additionally, it supports the optional 60-Key Expansion Console. The 48-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



**Hint:** On any of these phone varieties (including the 60-Key Expansion Console), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed feature keys which, as their name implies, are already programmed.

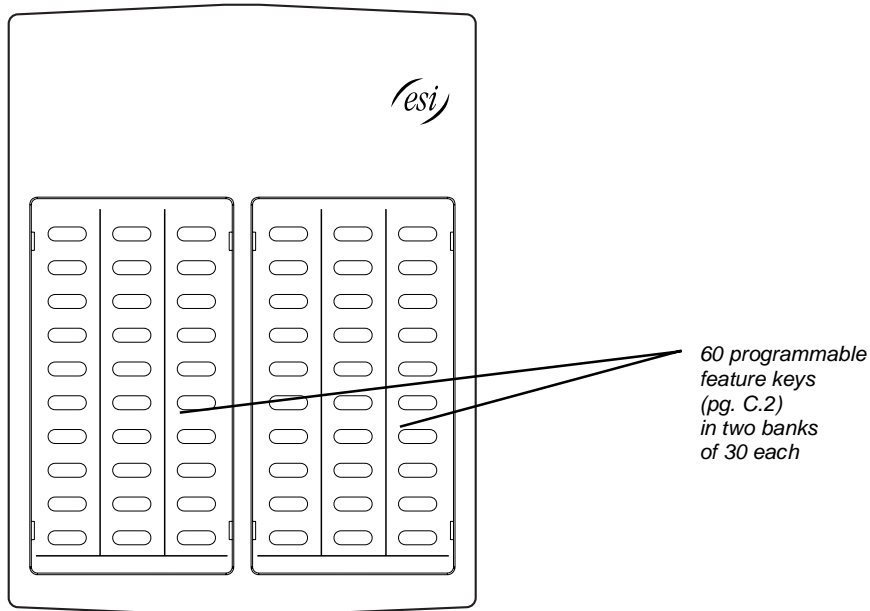
### Optional 60-Key Expansion Console for use with the 48-Key Feature Phone

The **60-Key Expansion Console** adds 60 more programmable feature keys to your 48-Key Feature Phone.

You program the Expansion Console's keys just as you do the programmable feature keys on your ESI Feature Phone, using either direct or traditional programming (see pages C.2).

**Note:** Only one key can exist per extension, feature or operation. If you program a **second** key for the same extension, feature or operation, this automatically erases the first key so programmed, thus making it available for a new extension, feature or operation.

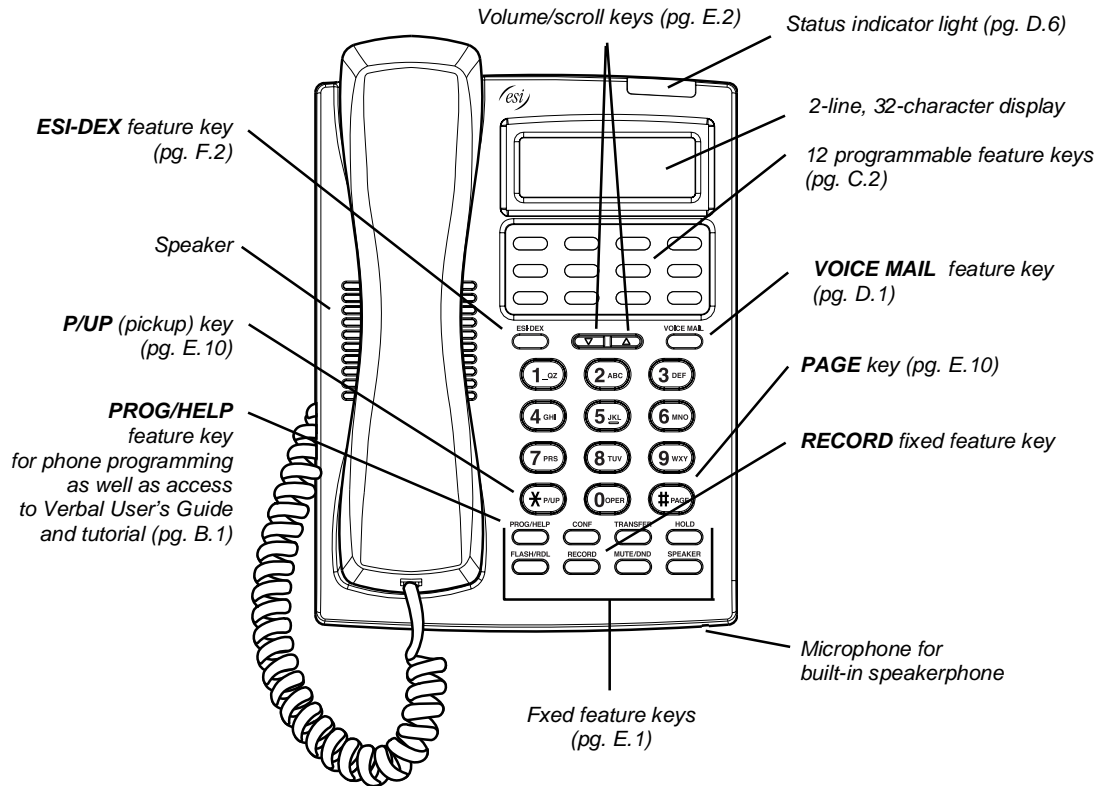
**Hint:** You may find it easier to write in the names on the overlay **before** you program the keys and attach the overlay to the Console.



**Hint:** On any of these phone varieties (including the 60-Key Expansion Console), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed feature keys which, as their name implies, are already programmed.

## 24-Key Feature Phone

The **24-Key Feature Phone** has a variety of programmable and built-in features. The 24-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.

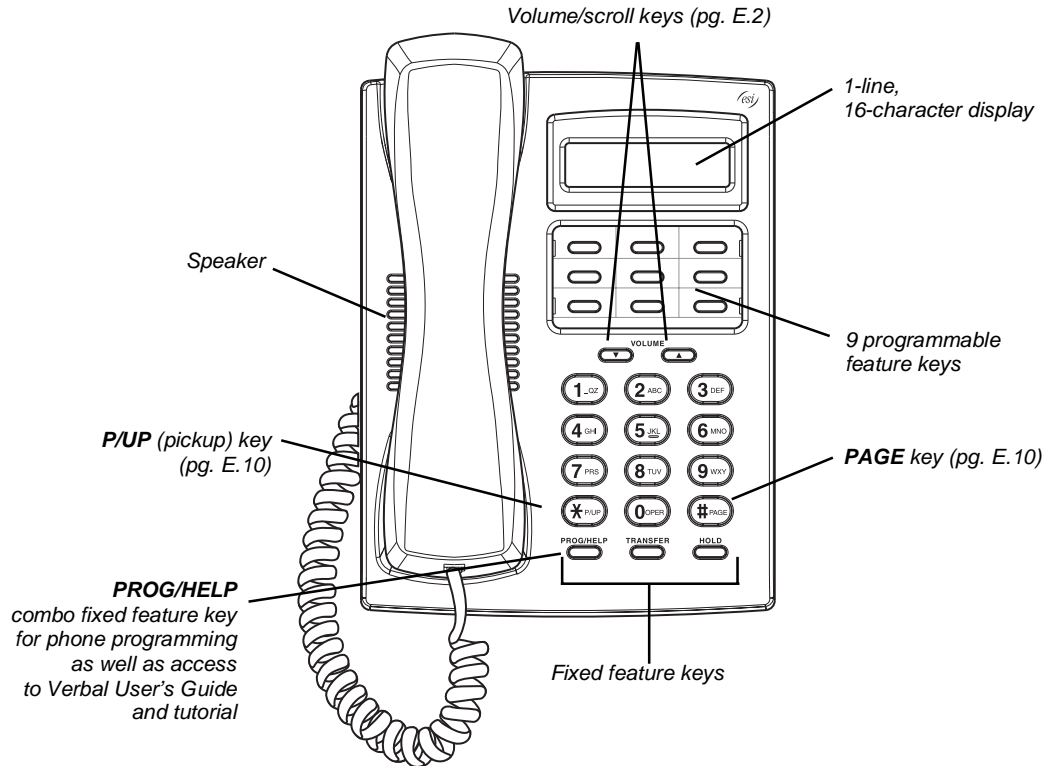


**Hint:** You can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed feature keys which, as their name implies, are already programmed.



## 12-Key Feature Phone

The **12-Key Feature Phone** includes the basic, most commonly used phone features.



**Note:** Certain special features, including Esi-Dex (see "Special keys," pages F.1–F.13), are **not** available on the 12-Key Feature Phone.

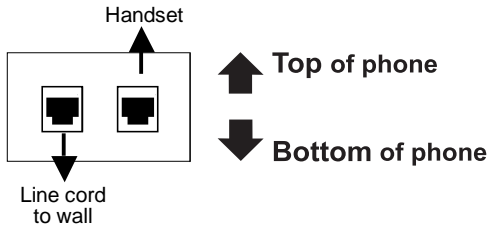
**Important:** A **VOICE MAIL** key, **CONFERENCE** key, and **MUTE/DND** key must be set on one of the nine programmable feature keys to utilize those features.

**Hint:** You can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed feature keys which, as their name implies, are already programmed.

## Connecting your ESI phone

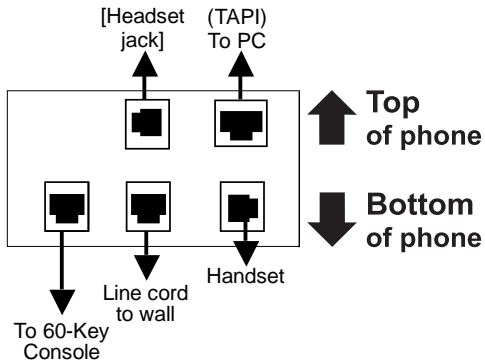
Use the diagram (below) to connect your ESI phone. Each diagram represents the panel on the phone's underside.

**Note:** The "Top of phone" and "Bottom of phone" references in this diagram shows the correct vertical orientation of the phone — *i.e.*, the part with the display is the top.



### 12-Key Feature Phone 24-Key Feature Phone

- Connects like a basic phone.
- Handset plugs into right-side jack.
- Line cord plugs into left-side jack.



### 48-Key Digital Feature Phone

In addition to how the 24-Key Feature Phone connects to the handset and line cord, note the following:

- Headset jack.<sup>1</sup>
- TAPI version includes a cable for connecting to your PC's serial port.
- 60-Key Expansion Console cable (included with each Console) uses standard RJ-11 telephone connectors.

**Note:** Use the wall mount hook (located under the handset) when the phone is in the furthest upright position.

<sup>1</sup> If shipped after March 1, 2004.

## Help mode (Verbal User Guide)

Your ESI phone system's **help mode** (also called the **Verbal User Guide**) — a carefully conceived combination of spoken information, display readouts and even key illumination when appropriate — is a powerful tool to help you learn how to use the system's many features.

### ***Tutorial***

When your station is idle, press **HELP**, and then follow the spoken help menu to:

- Learn how to use the phone
- Learn how to use voice mail features
- Hear a description of how any key is used
- Hear a complete tutorial on phone operation

### ***Help during station programming***

To hear a detailed description of a function you wish to program, press **HELP** while programming it.

### ***Help during a call***

Press **HELP** while on a call and this will place the call on hold, whereupon you can use help mode to hear a description of the function you wish to perform. When you exit help mode, you will be reconnected to the call.

While you are either in help mode or programming your phone, your station will be temporarily placed in DND (see "**MUTE/DND**," page E.2). Anyone calling your station while you are in DND will be forwarded to the Integrated Answering Machine (or other destination set by the Installer).

### ***Exiting help mode***

To exit help mode, simply hang up.

Visit [www.esiusers.com](http://www.esiusers.com) for up-to-date help.

(This page included for pagination purposes only.)

# User programming: An introduction

The answering machine can record up to two simultaneous calls. When a message is left, the **VOICE MAIL** key on the 12, 24, or 48-Key Feature Phone will light. Messages can be retrieved by any authorized 12, 24, or 48-Key Feature Phone or remotely from an off-premises location. Only one user can access the mailbox at a time. The system can also be programmed to call an off-premises number to deliver messages.

The first member in the **Master List** is allowed to program the Integrated Answering Machine via the **PROGRAM** key. This station is designated as the **Master Station**. All other users will only be able to play and delete messages. A 12, 24, or 48-Key Feature Phone can be installed on an extension in the Master Lst. However, a 24 or 48-Key Feature Phone must be on the extension designated as the Master Station.

Voice prompts will play menu and sub-menu options to access the desired feature. You **don't** have to wait for the entire prompt to be played. Therefore, once you've become familiar with the prompts (consult "User programming menu," *below*), you can quickly set any frequently used feature.

## Programming help

During any of the programming steps, press **HELP** to hear a more detailed description of the feature and related programming options.

## Exiting programming mode

To exit programming mode, simply hang up.

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## User programming menu

### Overview

**Note:** Only menu options 2, 3, and 4 (except for personal greeting reminder) are available to non-Master users.

- |  |   |
|--|---|
| <p><b>1 Select personal greeting</b></p> <ul style="list-style-type: none"> <li>1 Record</li> <li>2 Delete</li> <li>3 Hear</li> </ul> <p><b>2 Programmable feature keys</b><br/>(Station keys, line keys, speed-dial keys, other feature keys)</p> <p><b>3 Station options</b></p> <ul style="list-style-type: none"> <li>1 Call waiting/background announce</li> <li>2 Personal greeting reminder</li> <li>3 Headset operation<sup>1</sup></li> <li>4 Outside dial tone preference</li> <li>5 Hands-free answer</li> <li>6 Message monitor</li> </ul> | <p><b>4 Station audibles</b></p> <ul style="list-style-type: none"> <li>1 Station ring tone</li> <li>2 Station ring volume</li> <li>3 Message ring</li> </ul> <p><b>5 Password</b></p> <ul style="list-style-type: none"> <li>1 Enter</li> <li>2 Delete</li> <li>3 Hear</li> <li>4 Security level</li> </ul> <p><b>6 External message notification</b></p> <ul style="list-style-type: none"> <li>1 Delivery options</li> <li>2 Phone delivery</li> <li>3 Pager notification</li> </ul> <p><b>9 Un-delete</b></p> |
|--|---|

**Note:** Background announce and selections 3, 5, and 6 under **station options** are not available on a 12-Key Feature Phone.

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<sup>1</sup> Not necessary with Generation II system. If unsure which system you have, consult your System Administration.

## 1 Select personal greeting

Select the desired greeting — 1, 2 or 3. The system will play the current greeting, followed by prompts to re-record, delete or hear again — **or select** the current greeting by pressing #.

### 1 Record personal greeting

Begin recording at the tone. Press **1** to stop. The new personal greeting automatically replaces the previous greeting.

### 2 Delete personal greeting

When prompted, press **2** again to confirm deletion.

**Warning:** The mailbox is disabled if no greeting exists. **Never** delete **all** of the existing greetings **before** you record at least one **new** one.

### 3 Hear current personal greeting

## 2 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.

#### Direct programming example:

You wish to set one of the keys to dial a co-worker, whose extension is 105. Hold down the key for at least two seconds. This automatically puts you in feature key programming. Follow the prompts to enter **1 0 5**. (This has allowed you to skip two steps — pressing **PROGRAM** and selecting a menu option — that you'd have had to perform if using traditional programming.)

- **Traditional programming** — Press **PROGRAM**. The Verbal User's Guide will speak to you, walking you through the full menu, during which you can choose the appropriate option.

### How the programmable feature keys can be set

- **Line keys** — If a line number (1 through 12) is programmed, the programmable feature key becomes a line key providing the appropriate lamp information and manual outside-line access.
- **Station keys** — If the dialed digits input are a three-digit number, the programmable feature key will become a station key, providing the appropriate lamp information and easy access or transfer. Three-digit numbers you enter can be:
  - User extensions (100–123 and 124–129)
  - Department numbers (290–299)
  - System speed-dial numbers (600–699)
- **Speed-dial keys** — In addition to programming a programmable feature key with a **system** speed-dial number, you can create **personal** speed-dial keys for automatic dialing of frequently called outside numbers. If you program **9** (or **8** or **7**) plus a phone number, the programmable feature key becomes a speed-dial key. When you program a speed-dial key, there's no need to insert a pause after the 9 (or 8 or 7). The speed-dial number can be up to 24 **characters** long. Use the **up** scroll key ( ) to enter special characters in a dial string (see Option 6 on page C.4).
- **Other feature keys** — If you enter feature codes, the programmable feature key will serve as an enable/disable key for that feature. The Installer may have programmed certain stations for accessing additional features; consult your System Administrator for your access (see page F.12).

**Keys' LED activity during programming**

<i>Mode</i>	<i>Key type and LED indication</i>		
	Station key or Virtual Mailbox Key	Line key	Feature key or speed-dial key
Currently being programmed <b>and</b> previously assigned	Flashing red	Flashing green	Flashing amber
Currently being programmed <b>and</b> previously unassigned	Flashing red	Flashing red	Flashing red
Programming mode — Was assigned or viewed in current session	Blinking red	Blinking green	Blinking amber
Assigned in a previous programming session <b>and</b> not yet viewed in current session	Solid red	Solid green	Solid amber
Never assigned <b>and</b> not yet viewed in current session	Off	Off	Off

**3 Station options**

The **station options** sub-menu (**PROGRAM 3**) lets you activate or deactivate several features your station can provide. At each option sub-menu, **1** enables the option and **0** disables it. (Each option listed below is explained elsewhere in this manual, as noted.)

**1 Call waiting/Background announce**

See page E.7 for call waiting and page E.8 for background announce.

**2 Greeting reminder (Master station only)**

See page F.10.

**3 Headset operation**

See page F.10.<sup>1</sup>

**4 Outside dial tone preference**

See page F.11.

**5 Hands-free answer**

See page E.2.

**6 Message monitor**

See page F.10.

**Note:** Background announce and selections 3, 5, and 6 are not available on a 12-Key Feature Phone.

<sup>1</sup> Not necessary with Generation II system. If unsure which system you have, consult your System Administration.

## 4 Station audibles

The **station audibles** programming provides control of the following audible items:

### 1 Station ring tone

You can select from six possible tones to help distinguish it from other nearby ringing phones. Press **0** or **1** to select a tone, then press **#** to accept it.

### 2 Station ring volume

Press **2** and **0-9** to set the desired ringer volume (range: off to high), then press **#** to accept it.

### 3 Message ring

When enabled, this feature will periodically generate a short ring tone at your station as an additional alert that you have new messages.

## 5 Password

### 1 Enter new password

Your password may consist of 2–8 digits followed by **#** (**0** cannot be the first digit). Entering only **0** as the password will turn off the password requirement.

### 2 Delete current password

Resets the password to the default password.

### 3 Hear current password

Displays and plays back the current password.

### 4 Password security level

Selection	Result
<b>0</b>	No password required for access from any phone
<b>1</b>	Password required only for remote access, either off-premises or from other stations within the system
<b>2</b>	Password always required



## 6 External message notification

### 1 Delivery options

- 1 *Delivery to phone number only*
- 2 *Notify pager only*
- 0 *No off-premises delivery*

### 2 Phone delivery

#### 1 *Enter phone number*

Enter the phone number (24 digits, maximum) followed by **#**. **Do not** include an outside line access code (*i.e.*, don't add **9**, **8** or **7**) before the number.

To insert a special character, press the right scroll key ( ) to select the desired special code: **#**, **\***, **F** or **P**. Press **#** to confirm the inserted character and continue. Press **# #** to complete the entry.

Code	What it produces
#	# DTMF tone
*	* DTMF tone
F	Flash hook
P	2-second pause

Use the down arrow key ( ) to backspace.

Once the number is saved you can use the scroll keys to move back and forth to view the number. To edit the number, you must delete it and enter the correct number.

#### 2 *Delete phone number*

Deletes the currently programmed phone number.

#### 3 *Display current phone number*

Displays the currently programmed phone number.

(Continued)

### 3 Pager notification

#### 1 *Enter pager number*

Enter the pager number (24 digits, maximum) followed by **#**. **Do not** include an outside line access code (*i.e.*, don't add **9**, **8** or **7**) before the number.

To insert a special character, press the right scroll key ( ) to select the desired special code: **#**, **\***, **F** or **P**. Press **#** to confirm the inserted character and continue. Press **# #** to complete the entry.

Code	What it produces
#	# DTMF tone
*	* DTMF tone
F	Flash hook
P	2-second pause

Use the down arrow key ( ) to backspace.

Once the number is saved you can use the scroll keys to move back and forth to view the number. To edit the number, you must delete it and enter the correct number.

#### 2 *Delete pager number*

Deletes the currently programmed pager number.

#### 3 *Display current pager number*

Displays the currently programmed pager number.

### 9 *Message Recycle Bin (un-delete)*

The 10 most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as an old message.

# Integrated Answering Machine operation

## Introduction

Your phone system provides accurate and timely messages. Others will become more comfortable leaving you voice messages if you promptly retrieve and respond to your messages.

### VOICE MAIL key

The **VOICE MAIL** key is used for direct access to voice mail features.

**Warning:** On stations with a 12-Key Feature Phone, a programmable feature key must be set to code **5 7 9** (for **VOICE MAIL** key). If a key is not programmed to **5 7 9**, you will still be able to retrieve previously left messages and access user programming, but you will not be able to receive new messages (when you access the mailbox, the phone system will announce that the mailbox is disabled). Program **5 7 9** on a programmable feature key to enable the mailbox.

## Greetings

**Note:** Greetings are for use by only the Master Station.

Initially, the mailbox has a generic **greeting**: "You have reached mailbox 501. Dial zero to reach the operator or begin recording at the tone." You can record up to three different greetings in your own voice, indicating your availability to return calls. Also, you can change any greeting as often as necessary, by just recording over a previously recorded greeting.

**Warning:** Don't delete all of the greetings; make sure at least one always remains. Deleting all the greetings will turn off the mailbox.

## Examples

**Sample greeting 1:** *Hello. Thank you for calling [company name]. We are currently assisting other customers. Please dial zero to reach our operator or leave your name, number, and message at the tone and we will get back to you as soon as we can.*

**Sample greeting 2:** *Hello. Thank you for calling [company name]. We are currently out of the office. To attempt to reach our mobile phone, please press four now. Otherwise leave your name, number, and message at the tone and we will get back to you as soon as we can.*

**Sample greeting 3:** *Hello. Thank you for calling [company name]. We are currently out of the office. Please leave your name, number, and message at the tone and we will get back to you as soon as we can.*

You may wish to include one or more of these options in your greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
4	To perform off-premises "reach-me" (see "Off-premises 'reach-me,'" page D.2)
XXX	An extension number of another user

**Note:** Option 4 is available only when Greeting 2 has been recorded. (see "Off-premises 'reach-me,'" page D.2)

## Greeting keys

You can program a programmable feature key as a **greeting key** for any one of the three greetings (see page F.13). Once created, this shortcut can then be used to activate the associated greeting (the key's LED will glow green and the greeting played as confirmation).

**Note:** On a 48 or 24-Key Feature Phone, press **RECORD** while the confirmation is playing and follow the prompts to record the greeting. Otherwise, listen to the greeting to the end and follow the prompts.

## Leaving messages . . .

If you call another station that is DND, busy, or does not answer, you will be transferred to the mailbox. You can skip the greeting by pressing **1**; this takes you directly to the record tone.

### . . . directly in the mailbox

The procedure for going directly to the mailbox without ringing an extension depends upon whether you have the mailbox (501) set as one of your station keys:

- If you do, press **VOICE MAIL** and then the MB 501 station key.
- If you don't, press **VOICE MAIL** and **TRANSFER** and then dial the mailbox number (501)

Either will connect you directly to the mailbox greeting.

## Off-premises “reach me”

After a caller has been forwarded to the mailbox and is listening to the greeting, this feature allows the caller to be forwarded to a number outside the system — *i.e.*, a regular phone number rather than an extension. **You must have greeting 2 selected and it must tell callers to press 4 for this feature.** When the caller presses **4** during your greeting, the system forwards him/her to the number set for “phone delivery” under “external message notification” (**PROGRAM 6 2** — see page C.5). If that number doesn't answer, the caller is returned to the voice mailbox. When you receive a forwarded call, you'll be prompted to “press any key” to accept the call.

**Note:** This feature is activated only if your Administrator enables it on your station and you have set your mailbox to play greeting 2.

Sample greeting 2 for off-premises “reach me”:

*“Hello. This is Rick. I'm currently out of the office. To attempt to reach me on my mobile phone, please press 4 now. Otherwise, please leave me a message after the tone and I will return your call as soon as possible.”*

## Message retrieval

### Message(s) waiting display

If you have at least one **new** message, the **VOICE MAIL** LED will blink and your display will show the number of new and old messages in your mailbox. The 12-Key Feature Phone displays only the date and time.

10/12 11:09 AM  
NEW 3 OLD 1

24-Key  
Feature  
Phone

10/12 11:09 AM  
NEW 3 OLD 1  
.....

48-Key  
Feature  
Phone

**Note:** Message status (shown in the examples above as *NEW 3 OLD 1*) appears only when new messages exist.

### Retrieving voice mail messages from the mailbox

1. Press **VOICE MAIL**.
2. Enter your password if required (you may change the requirement for a password in user programming menu 5; see "Password" on page C.4).
3. The ESI phone system will start playback of messages with the oldest new message and continue until all messages are played. The display will show the origination of the message, the countdown duration of the message, whether new or old, and the time/date of when the message was left.

XYZ COMPANY 1:57 NEW 10/12 12:30P	24-Key Feature Phone
--------------------------------------	----------------------------

XYZ COMPANY NEW 10/12 12:30P 1:57	48-Key Feature Phone (also shows running playback time in reverse)
---	--

4. At the end of each message, the ESI phone system prompts you for instructions (see the chart, "Keys' functions during voice mail message retrieval," *below*). Once you've learned these prompts, you can proceed more rapidly by pressing one of the appropriate keys any time during a message or during a prompt.

**Note:** If, while picking up messages, you receive a call-waiting tone, hang up. When your phone rings, lift the handset and you will be connected to the waiting call. Alternatively, you may simply press the hook switch when you hear the call-waiting tone; this automatically connects you to the waiting call **without** your having to first hang up, then pick back up, the handset.

5. To **exit** playback of messages, simply hang up your phone.

**Note:** If you hang up **during** playback of a message, the system saves that message **and** all others aren't deleted.

### Key functions during voice mail message retrieval from an ESI Feature Phone

Key	Function name	Description
4	Back up (rewind)	<ul style="list-style-type: none"> <li>• If pressed <b>during</b> message playback, rewinds 4 seconds for each key-press.</li> <li>• If pressed <b>after</b> the playback has finished, returns to beginning of message.</li> </ul>
7	Delete	Deletes the message from the mailbox (see "Message Recycle Bin," page D.6).
9	Save	Saves the message (it will play as an old message the next time you retrieve messages).
FLASH/RDL	Auto-callback	Exits your mailbox without erasing the message, and then automatically dials the number. <sup>1</sup> (Not available from an analog phone or off-premises location.)
ESI-DEX	Store	If Caller ID is present, saves to your Personal Dex for later use. (Not available from a 12-Key Feature Phone, an analog phone or an off-premises location.)

<sup>1</sup> A local call may not be dialed correctly depending on the limitations of the local dialing plan. You may need to dial some of these calls manually.

### Retrieving messages from an off-premises location

You can pick up messages when away from the office or from an analog station. Since the display is not available to you, message handling will operate slightly differently.

To retrieve a message from a remote location:

1. Dial into the system.
2. When the operator or another user answers your call, have them transfer you by pressing **VOICE MAIL** and hanging up. You will hear the mailbox greeting. Press **8 #** to hear the messages.
3. If no one answers and the mailbox greeting plays, press **8 #** to hear the messages.
4. If required, enter your password.
5. The ESI phone system will announce the number of new and old messages, and will start playback of messages starting with the oldest new message and continue until all messages and recordings have played or you press **\*** to disconnect.

### Additional functions available during off-premises voice mail message retrieval

Key	Function	Description
2	Hear time/date	Pauses the message, plays the time/date when the message was left and resumes.
5	Access user programming	Access certain user-programmable features. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"><b>Note:</b> Fast-forward is not available from a remote location.</div>
7	Delete	Deletes the current message.
9	Save	Saves the current message as <b>Old</b> .
0	Operator	Transfers you to the operator.
*	Disconnect	Disconnects you from the system. Always press <b>*</b> before hanging up (if you press it during message playback, the system will save the playing message and any other currently unsaved messages in your mailbox).

## Off-premises message delivery

### Introduction

The ESI phone system can be programmed to deliver messages to an off-premises phone or to page you when the voice mailbox receives a message. You can set the phone number (cell phone, home number, another extension, etc.), a **delay time** (the period that the system is to wait before attempting to deliver the message), or the pager number.

The Administrator can also set for your station the:

- Number to be called or paged
- Delay period
- Number of attempts
- Interval between attempts (in increments of 30 minutes)
- "Quiet period" which suspends message delivery for late night, etc.

If you have programmed both an off-premise delivery number and a pager number, the system will prompt you to choose one of the following delivery options:

- Phone-only
- Pager-only
- No off-premises delivery

### Message delivery

#### ... To a phone

Whenever the mailbox receives a new message, the system will call the number that you have programmed and play the prompt: *"You have messages. Please enter your password."* The prompt will repeat three times before the system assumes that no one has answered (*i.e.*, because it has "heard" no password) and disconnects.

Upon answering, enter your password (if you have set your password options for no password, you must enter **0** as your password).

**Warning:** A "\*" response instead of the password will cause the system to suspend calling you until it receives the next new message.

You will then be connected to the mailbox and can proceed with normal remote operation (see "Retrieving voice mail messages from an off-premises location," page D.4).

#### ... To an external pager

You can have the system call and activate your external pager whenever the first new message is left in the mailbox and repeat the page (at the interval programmed by the Administrator) until all new messages have been retrieved.

**Note:** Either entering or deleting the phone number to be called for off-premises delivery or activate your pager<sup>1</sup> will toggle the feature on or off.

<sup>1</sup> If pager notification was enabled as described.

## Message Recycle Bin (un-delete)

The ESI phone system stores the Integrated Answering Machine's 10 most recently deleted messages in a **Message Recycle Bin** to allow you to recover, or "un-delete," messages that may have been deleted in error.

You access the Message Recycle Bin through user programming (**PROGRAM 9**). Press **9** to advance through deleted messages. Press **8** to restore a message to the mailbox as an old message.

---

## Status Indicator lamp

The red **status indicator lamp**, located at the top of the 48 and 24-Key Feature Phones, indicates three conditions:

- **Phone is off-hook** — Light glows solid red.
- **Phone is ringing** — Light "flutters" continuously.
- **Phone has at least one new voice mail message** — Light blinks.

For example, if a user is wearing a headset, it can be difficult to know whether he or she is on a call. Therefore, just look at the **status indicator lamp** — if it's glowing solid red, the person is, indeed, on a call.

**Note:** If **more** than one of these three conditions is true at the same station, the light will behave according to the following priority: off-hook, then ringing, then new voice mail. Here's an example. You have a new voice mail message waiting, which makes the light blink. However, if the phone begins to ring, the light will "flutter" continuously because ringing has a higher priority than new voice mail; and, if you then pick up the handset or press **SPEAKER** to take the call, the light glows solid red because the off-hook condition has the highest priority of the three conditions.

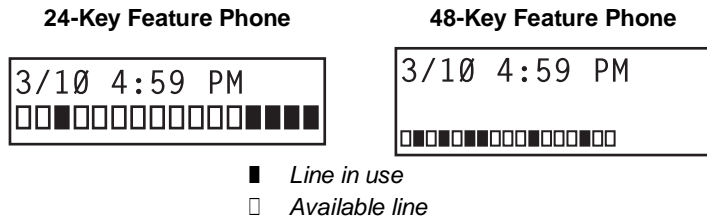


# ESI Feature Phone operation

## Display

When your phone (or **station**) is not in use, the **display** will show the current date and time, activated features such as DND (do not disturb; see "**MUTE/DND**," page E.2), monitor mode, etc., and — on a 48- or 24-Key Feature Phone — the system's current line usage. A 12-Key Feature Phone does not display line usage.

Each block on the bottom line of the display will represent an individual line (as in the examples, *right*). Incoming calls usually are assigned beginning with Line 1 at the far-left line indicator. Outgoing calls are assigned from the highest numbered line beginning at the far right.



As you use your ESI Feature Phone, its display changes frequently to give you detailed information during call processing and voice mail operations.

## Caller ID

If you subscribe to Caller ID from your telephone service provider, the phone's display will show an outside caller's name and/or number.<sup>1</sup> In some instances, the service provider can send only a general caller status — such as *UNAVAILABLE*, *PRIVATE* or *NO DATA SENT*.

## Keys

### Programmable feature keys

The **programmable feature keys** at the top of the Feature Phone — 30 on a 48-Key, 12 on the 24-Key, and nine on the 12-Key — have been pre-programmed by the Installer. You may wish to add to or change some of these keys to perform different functions explained throughout this manual. Press **PROGRAM** to verify current settings (see page C.1).

**Note:** Key codes for **VOICE MAIL**, **CONFERENCE**, and **MUTE/DND** for a 12-Key Feature Phone must be programmed on a programmable feature key to use these functions. See page F.12.

### Fixed-feature keys

The **fixed-feature keys** on the phone are permanently labeled as to their usage. The **FLASH/RDL** and **MUTE/DND** keys both have dual purposes; your ESI phone system will govern this by permitting only the appropriate function when either is pressed, depending on the circumstances at that moment. The different phone models have some different fixed-feature keys.

**Note:** The fixed keys on the 48- and 24-Key Feature Phone vary from those on the 12-Key Feature Phone. The 12-Key Feature Phone's programmable feature keys can be set for certain optional features (described on page F.12) that come as fixed-feature keys on the 48- and 24-Key Feature Phones.

<sup>1</sup> If you don't subscribe to Caller ID, the LCD will show which line is receiving the call, instead of the caller's name or number.

## Keys' LEDs (lamps)

The LEDs (*light-emitting diodes*), or lamps, associated with the programmable and fixed keys aid in determining the status of their function. In general:

- **Green** indicates a function associated with your phone.
- **Red** indicates an occurrence at another station.
- A **solidly lit** lamp indicates in-use status.
- **Blinking** indicates an action, such as ringing or holding, is required; a **fast blink** calls for immediate action.

As an example, a blinking red key is a call ringing at another station; blinking green signifies ringing at your station. (See also "Line keys," page F.11.)

## SPEAKER key and speakerphone operation



For hands-free conversation, use the **SPEAKER** key.<sup>1</sup> When an outside call rings, you can press **SPEAKER** to connect to the caller via your phone's built-in speakerphone.<sup>1</sup> This lights the **SPEAKER** key's LED. Or, while using the handset, you can switch a call to the speakerphone by pressing **SPEAKER** and hanging up the handset. (To revert to the handset from speakerphone mode, lift the handset again.) To perform **group listening** — *i.e.*, have a handset conversation **along with** the caller's voice broadcast over your speaker — press **SPEAKER** while on a handset conversation **but do not hang up the handset**.

## Hands-free answer (internal calls only)

You can program your phone to enable or disable **hands-free answer**<sup>1</sup> — press **PROGRAM 3 5**. With hands-free **enabled**, an internal call to your station generates a short ring and a double connect tone, then automatically connects the caller to your speakerphone. With hands-free **disabled**, an internal call to your station generates a single-ring cadence; outside calls ring with a double-ring cadence.

**Note:** The 12-Key Feature Phone only supports hands-free *listening*. You must pick up the handset to respond to the caller.

## Volume/scroll keys

The two smaller keys just above the dial pad labeled  and  serve two purposes:

- **Adjusting the volume** heard through the handset and speaker — Your phone will maintain the chosen volume setting until you change it.
- Serving as **scroll keys** for operations (such as Esi-Dex or programming) that may show several entries on the display, such as special characters: **#**, **\***, **P**, and **F**.

## MUTE/DND key

To disable your handset or speaker microphone during a conversation (either with the handset or speaker), press **MUTE/DND**. While the mute function is activated, the **MUTE/DND** LED will blink rapidly and the display shows "MUTED."

When your phone is idle and you wish to make sure its calls go straight to voice mail, press **MUTE/DND** to toggle your phone in or out of DND (do-not-disturb) mode. The display will show **DND** and the **MUTE/DND** LED will glow amber.

**Notes:** If you press **MUTE/DND** while your phone is ringing, this forwards the call to the voice mailbox<sup>2</sup> and your station will be placed in DND.  
On stations with a 12-Key Feature Phone, a programmable feature key must be set to **5 7 8** for **MUTE/DND** capability. For more information, see page F.12.

<sup>1</sup> Not available on 12-Key Feature Phone.

<sup>2</sup> See "Integrated Answering Machine operation," pp. D.1–D.6.

## Soft feature keys

**Soft feature keys** are *dynamic*: when used, they constantly change your ESI Feature Phone's status. These soft keys, located under the display, include **ESI-DEX**<sup>1</sup>, **PROGRAM**, **HELP**, and **scroll keys** ( and ). Along with spoken and displayed commands, they guide you through the use of Esi-Dex (page F.2), various programming activities and controlling the volume of your phone's handset and speaker.

## Dial tone

When you first lift your handset, you will hear an **internal dial tone** that allows you to call other stations or perform other internal functions. To gain an **outside dial tone**, dial **9** (or **8** or **7**)<sup>2</sup> or press a programmable feature key that has been set as a line key. (A line key, when pressed, automatically gains an outside line. Consult your System Administrator if you have questions.)

## Basic phone use

### Outside calls

**To answer (double-ring cadence):** Lift the handset **or** press **SPEAKER**.<sup>1</sup>

**To place:** Lift the handset **or** press **SPEAKER**.<sup>1</sup> Then either press an unlit line key or dial **9** (or **8** or **7**) to be assigned an outside dial tone.

**To hang up:** Replace the handset **or** — if using the speakerphone<sup>1</sup> — press **SPEAKER**.

### Internal calls

**To answer (single-ring cadence):** In hands-free mode, answer directly through the speakerphone **or** pick up the handset. Or, to answer a ringing call, lift the handset **or** press **SPEAKER**.<sup>1</sup>

**To place:** Lift the handset and dial the extension number **or** press a station key (see "Direct station selection," page E.4).

**To hang up:** Replace the handset **or** press **RELEASE** **or** press the station key again **or** — if using the speakerphone — press **SPEAKER**.<sup>1</sup>

#### Shortcut for either outside or internal calls:

If you press a station key or dial an extension number, the phone system automatically activates the speakerphone.<sup>1</sup>

<sup>1</sup> Not available on 12-Key Feature Phone.

<sup>2</sup> What you dial to reach an outside line depends on your system's particular setup. If you're not sure, consult your System Administrator.

## Direct station selection

Programming some of the programmable feature keys (see pp. C.2–C.3) as **station keys** will provide direct access to those stations as well as providing lamp information as to their status. The station keys' LEDs indicates the status of the station assigned to each key:

If a station key's LED is . . .	The station assigned to that key is . . .
<b>Unlit</b>	Available; currently unused
<b>Red; steadily lit</b>	In use
<b>Red; blinking</b>	Ringing from another call
<b>Green; steadily lit</b>	Connected to you (including via voice mail)
<b>Green; blinking</b>	Ringing from your call
<b>Amber; steadily lit</b>	In DND mode

To call another station programmed into one of your station keys:

1. Press an available (unlit) station key.
2. The called station will sound a short ring followed by a double connect tone.
3. The phone system will activate the called station's speakerphone (**or** the station will ring **if** that station's user has hands-free answer disabled).
4. To disconnect when finished, do one of the following:
  - (a.) Replace the handset.
  - or**
  - (b.) (if in hands-free mode) Press the station key again.
  - or**
  - (c.) Press **SPEAKER** (if in hands-free mode).<sup>1</sup>

If you press a key for a station that's in use (red; steadily lit), you will "camp onto" the station, where its Feature Phone's display will tell its user that you're waiting (see "Call waiting," page E.7).

If you press a key for a station that's in DND (amber; steadily lit), you'll be forwarded directly to the person's mailbox.

<sup>1</sup> Not available on 12-Key Feature Phone.

## Transferring an outside call . . .

### . . . to another station

#### Blind transfer

1. While connected to an outside call, press a station key (or press **TRANSFER** and then dial the extension number).
2. Hang up immediately to perform a **blind transfer**.

**Note:** If the called person does not answer, the caller will be forwarded to the Integrated Answering Machine.

#### Supervised transfer — announcing the caller to the called person

1. Do **not** hang up (as in “Blind transfer,” above); instead, wait until the called person answers.
2. Announce the caller (e. g., “Hello; I have Bill on the line and I’m transferring him to you now.”)
3. Hang up.

**Note:** If the transferred-to person does not answer in step 1, press the station key again or press **FLASH** to be reconnected to the original caller.

### . . . to the mailbox

1. Press **VOICE MAIL** and the appropriate station key programmed for **5 0 1** — or, if your phone has no station key programmed for this destination, press **VOICE MAIL** and **TRANSFER**, and then dial **5 0 1**.
2. You and the caller will be connected to the mailbox greeting. Hang up immediately.

**Note:** Regardless of when you hang up, the caller will hear the entire greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

## Conference calling

**Note:** On stations with a 12-Key Feature Phone, a programmable feature key must be set to **570** in order to initiate a conference call. For more information, see page F.12.

To create a **conference call**:

1. Establish the first call.
2. Press **CONF** to place the call on hold.
3. Place a second call as you normally would.
4. Once connected to the second call, press **CONF** again to connect all of you together.

**Note:** Repeat these steps to add a fourth member to the conference.  
A total of four members can be in conferences within the system at any one time.

If the newest added-on member does not answer, press his/her station key again or press **FLASH** to return to the original conferees. If you place any incoming caller on **HOLD** or **exclusive HOLD** (see "Hold/exclusive hold operation," page E.8), you can add that caller, as well, to the conference by pressing **CONF**, retrieving the call from hold (or exclusive hold) and pressing **CONF** again.

Any member of the conference can drop out by simply hanging up. However, when the station that created the conference hangs up, all members in the conference are disconnected. Individual stations or lines connected to the conference can be dropped from the conference by pressing their station or line key (lit green).

**Note:** Your Installer or System Administrator may have enabled trunk-to-trunk conferencing (unsupervised conferencing) for your station. If so, the steps to initiating such a conference are the same as for performing any other conference (see above); the difference is that you may hang up, thus exiting the conference, but the remaining members **won't** be disconnected. (If this feature isn't enabled, your hanging up disconnects all members.)

**Important:** USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESTECH SYSTEMS, INC. BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS, OR ANY OTHER COSTS OR DAMAGES RELATED THERETO, ARISING FROM THE USE OF THESE FEATURES.

## Call forwarding

Your station has been pre-programmed by the Installer to "**call-forward**" your phone to the mailbox when your station is busy or does not answer. In addition, you can temporarily call-forward all of your calls to another station or the Integrated Answering Machine.

On an ESI phone:

1. Dial **5 6 5**.
2. Dial the extension number (or **VOICE MAIL** and then the mailbox number) to which the system should forward all calls.

**Note:** If the forwarded-to station is busy or does not answer a forwarded call, the call will be returned to mailbox 501.

If you frequently call-forward your phone, you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number. (For more information, see "Programmable feature keys," pp. C.2–C.3.) The call forwarding key will be solid green to indicate that it is active.



### Background announce feature

During call waiting, you can also make a brief, private **background announcement**<sup>1</sup> to the station's earpiece (if its user has enabled the background announce feature; see "Station options," page C.3). A background announce key must have been programmed at your station by programming code **5 6 9** at a programmable feature key (see pp. C.2–C.3).

1. During call waiting (as described previously), press and hold the programmed announce key to speak; the key will glow green if background announce is permitted or red if it isn't permitted. The called station will hear your voice over the outside person's voice. The outside caller, however, cannot hear you. The called person can respond by pressing **FLASH**, which places the original call on hold.
2. Release the key when you are finished speaking.

**Note:** The background announce feature works only between ESI Feature Phones<sup>2</sup> — and only if (a.) the called person has allowed call waiting and background announce **and** (b.) the called person is using his/her handset. The background announce key will be green (if these conditions are met), indicating that a background announce can be made.

### Hold/exclusive hold operation

#### The difference between hold and exclusive hold

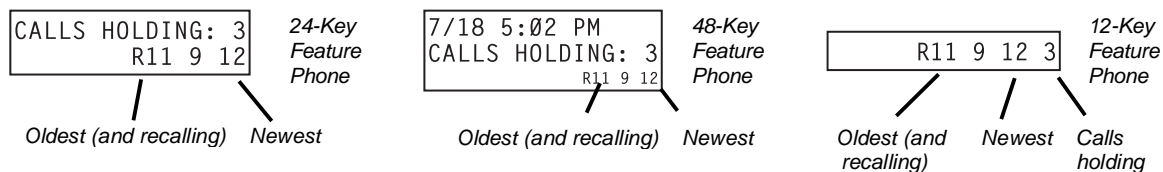
Your ESI Feature Phone lets you put a call on either *hold* or *exclusive hold*. Each puts a call into a standby mode, but here's the difference between the two:

- **Hold**<sup>3</sup> allows **anyone** on the ESI phone system to retrieve the call. Users connected to outside calls can press **HOLD** to place the call on hold. The system identifies held calls as being in numerically identified lines — e.g., "Line One," "Line Four," etc. For example, if you need to transfer a call to another station and know the person is in the building but not at his/her desk, you might page him/her to pick up a "call on Line One."
- **Exclusive hold**<sup>4</sup> keeps the call **only** at the station where the user pressed **HOLD**.

#### Hold

##### To place a call on hold

While on an outside call, press **HOLD** to place the call on hold. The **HOLD** key LED will light **solid red** on your ESI Feature Phone and will blink red on all other phones. Also, your ESI Feature Phone's display will show the quantity, and numerical line identifications, of the calls currently on hold throughout your ESI phone system:



<sup>1</sup> Not available on 12-Key Feature Phone

<sup>2</sup> *i.e.*, non-ESI analog phones on the system can neither send nor receive background announcements.

<sup>3</sup> On previous ESI systems, this feature was called *park*.

<sup>4</sup> On previous ESI systems, this feature was called just *hold*.



**To retrieve a held call**

To retrieve a held call from the same ESI Feature Phone where it was put on hold, press **HOLD** again and dial the appropriate line number (using the display for reference).

To retrieve a held call from **any** idle ESI Feature Phone on the system, press **HOLD** and dial the appropriate line number.

**Note:** If your phone has any line keys programmed (see pp. C.2–C.3), each will **blink red** when a call is on hold on its lines; in such cases, just press that line key to retrieve the held call.

After you press **HOLD**, the display will help you choose the line number to retrieve: the top row will show how many calls are on hold and the second row will show all held calls in the system. Newly held calls are added from the right side of the second row.

**Note:** If more calls are on hold than the display can show, each side of the display's second row will show an arrow, indicating that more lines have calls on hold. Press the corresponding scroll key (either to scroll to the left or to scroll to the right) to view the other line numbers where calls are holding.

A call that is not retrieved from hold will be transferred to the Integrated Answering Machine.

**Exclusive hold**

**To place a call on exclusive hold**

To place an outside call on exclusive hold on an ESI Feature Phone, press **HOLD** for at least one second. The display will briefly appear as follows . . .



. . . and then return to its normal state. This exclusive hold will cause the **HOLD** key to light solid red on just that Feature Phone (*i.e.*, where the key was pressed) and none other in the system.

**To retrieve a call from exclusive hold**

To reconnect to a call from the ESI Feature Phone where the call was placed on exclusive hold, you may do **any** of the following:

- (a.) From a phone idle state, press **HOLD** for at least one full second.
- (b.) Press the blinking programmable feature key (see pp. C.2–C.3) that you know is pre-programmed for that outside line. This will reconnect you immediately to the call.
- (c.) Press **HOLD** briefly and dial the appropriate outside line number. **Only** the ESI Feature Phone where the call was placed on exclusive hold will display an “E” next to the line (identified by number) on which the call is holding. (That line number won't appear on the hold display on any other ESI Feature Phone, because no other Feature Phone can retrieve that call.) In the example below, the Feature Phone has a call on exclusive hold on line 9.



## Paging

Your ESI phone system can be programmed to allow **paging** through an **overhead paging system** and/or paging through some or all of the system's Feature Phone speakers.

### **Overhead paging**

Station number **199** is designated as the **overhead paging port**. If the ESI phone system has been connected to an overhead paging system, you can page by dialing **1 9 9** and making your announcement after the tones. If you frequently page, assign **1 9 9** to a programmable feature key (see pp. C.2–C.3).

### **Paging through phones**

Press **PAGE** to page through all of the ESI Feature Phone speakers. The Installer may have added an overhead page system to the page zone.

**Note:** Phones in use or in do-not-disturb mode will not carry a page through their speakers.

### **To page for pickup of an outside call**

To page someone to pick up an outside call:

1. Place the call on hold by pressing **HOLD**.
2. Verify the line number from the display.
3. Page the person and announce the hold location for retrieval. For example:  
"Sarah, you have a call on Line Two — Sarah, Line Two, please."

---

## Call pickup

From your station, you can answer a call ringing at another station or department by pressing **\*** and then either dialing the extension or (if the destination is programmed into one of your keys; see "Programmable feature keys," pp. C.2–C.3) pressing the station key for the ringing station.

During **night mode** (see page F.12), if a night bell is in use instead of the night greeting, press **PICK UP 0** to access the ringing outside call.

---

## Optional feature

### **Operator station**

If your station has been designated as the **operator station**, you will also receive calls when a caller dials **0** the from a station.

As the operator, you may be responsible to manually change the day/night mode of the system; if so, you must program a programmable feature key to perform this (initially, the upper left key will be the day/night mode key). Each time the key is pressed the display will change: *DAY* or *NGT*. If you select *DAY* (day mode) or *NGT* (night mode), the system will operate in the selected mode until you manually change it again.

# Special keys

## FLASH, REDIAL, RELEASE

### FLASH

The **FLASH** key serves several purposes:

- **Getting a fresh dial tone without replacing the handset** — When connected to an outside line, press **FLASH** to automatically disconnect and receive fresh **outside** dial tone. (See also "**RELEASE**," *below*.)
- **Sending a flash hook signal** — If operating behind *Centrex*<sup>1</sup> or a *PBX*, press **FLASH** to transmit a *flash hook signal* automatically to either the phone company's central office or the host *PBX*. Either may use this signal to provide you with additional features.
- **Toggling between calls** — If you hear a call waiting tone while on a call, press **FLASH** to toggle between the two calls.

### REDIAL

The **REDIAL** key allows you to automatically call a stored name and number as shown below:

To ...	Press REDIAL ...
Redial the last number called	When your station is idle ... Or ... After first lifting the handset or pressing <b>SPEAKER</b>
Automatically respond to a message	During message playback with Caller ID

### RELEASE

The **RELEASE** key serves several purposes:

- If pressed when connected to a call through the handset, it disconnects the call and gives you **internal** dial tone.
- If pressed when you're connected to a call via the speakerphone, it disconnects the call.
- If pressed during call waiting, it drops the current call and automatically connects to the waiting call.

**Note:** The hookswitch also acts as a combination **FLASH/RELEASE** key (and is the only way to perform these functions on a 12-Key Feature Phone, which has neither a **FLASH** key nor a **RELEASE** key).  
To send a flash hook signal, quickly press the hookswitch once.  
To release (disconnect), hold down the hookswitch for one second.

<sup>1</sup> A special service your phone company may offer. See your System Administrator for further details.

## Esi-Dex

*Esi-Dex*<sup>1</sup> (“easy Dex”) is a powerful feature that lets you access and auto-dial stored names and numbers. You may access names and numbers from as many as four different *Dexes* (i.e., *indexes*):

Dex	Source
<b>Personal Dex</b>	Names you've stored for your use (see “Adding names to your Personal Dex,” pp. F.4–F.6)
<b>Station Dex</b>	All station names programmed by the Installer
<b>System Dex</b> <sup>2</sup>	All system speed-dial names set up by the System Administrator

### *Esi-Dex prompts displayed on a 48-Key Feature Phone*

Prompt	What it means
[Arrows]	Move in the direction of the arrow as desired
BACK	Moves backward to previous screen/record
DEL	Deletes a specific name and/or number shown on the display
DI AL	Dials the phone number
EDI T	Edits information shown on the display
NEW	Creates a new record in Esi-Dex
NEXT	Moves to next record or programming prompt
PAUSE	Inserts a three-second pause in a phone number (if required for proper dialing)
PER	Selects Personal Dex
STA	Selects Station Dex
STOR	Stores a name and phone number
SYS	Selects System Dex

### *Auto-dialing using Esi-Dex*

#### ... On the 24-Key Feature Phone

1. While your station is idle (or just after receiving dial tone), repeatedly press **ESI-DEX** to select the desired Dex:

PERSONAL DEX	STATION DEX	SYSTEM DEX
--------------	-------------	------------

2. Choose the desired name from the selected Dex, using one of the two following methods:

Press repeatedly ...	To ...
or (scroll keys)	Scroll through all names in the list from the beginning or end
(A dialpad key)	Scroll through only the names that correspond to the three letters on the key

3. When the desired name and number appears ...

→J DOE 5559409434
----------------------

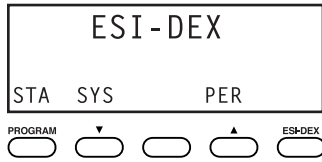
... press **ESI-DEX** again to dial the number.

<sup>1</sup> Not available on 12-Key Feature Phone.

<sup>2</sup> The System Dex is available only if the System Administrator has programmed system-wide speed-dial numbers.

... **On the 48-Key Feature Phone**

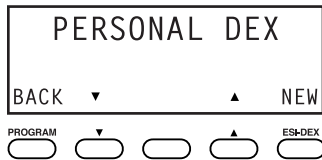
1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



2. Press a key to choose the appropriate Dex —Station Dex (**STA**), System Dex (**SYS**), or Personal Dex (**PER**) — or press **RELEASE** to cancel the procedure.

**Notes:** System Dex is not available on every system.  
For the remainder of this example, we'll assume you selected Personal Dex. However, the procedure is the same for any of the other Dexes.

The display now reads:



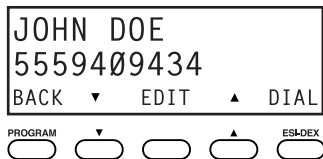
3. Select the desired name from the selected Dex, using one of two methods.

**Either:**

- (a.) Press the scroll keys ( and ) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex);

... **Or** ...

- (b.) Press the dialpad key that contains the first three letters of the person's name. For example: if you want to call John Doe, press **5** — because it contains the letters **J K L**. You will begin to see names that begin with those letters (again, names will appear in the order in which they were stored in the Dex). Keep pressing the dialpad key until the desired name and number appear:



4. Press **DIAL** to place the call.

## Adding names to your Personal Dex

You can add names to your Personal Dex by using either the **Caller ID method** or the **manual method**. The Caller ID method is the same regardless of whether you're using a 24-Key or 48-Key Feature Phone; however, the manual method is used differently on each phone model.

### Caller ID method (on either Feature Phone)

Whenever a Caller ID name appears on your LCD display (while talking on an incoming call or during message retrieval) press **ESI-DEX** to automatically store the name and number in your Personal Dex. The display confirms:



### Manual method (on the 24-Key Feature Phone)

While your station is idle, press **ESI-DEX** until prompted to “ADD-A-NAME” . . .

ADD-A-NAME  
NAME :

. . . and then enter the name and the number as prompted.

**Note:** If needed, press **HELP** for assistance.

1. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.
2. When the desired character appears, press **#** to confirm its entry. The cursor will move to the next character position. Use **←** and **→** (the scroll keys) to back up or to insert a space.

**Example:** To enter a *B*, press **2** twice (the possible options through which to scroll are *A*, *B*, *C* and **2**). When *B* appears, press **#** to confirm and move to the next entry.

ADD-A-NAME  
NAME : J DOE

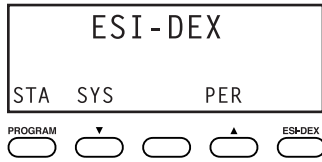
3. Repeat steps 1–2 until the name is complete. The name may contain up to 15 characters (a space is a character, too).
4. Press **#** again when finished entering the name.
5. Now, enter the **number** — including the line access code 9 (or 8 or 7).

**Note:** Use the **←** scroll key to enter special characters; use the **→** scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

6. Press **#** to confirm the entry.

**Manual method (on the 48-Key Feature Phone)**

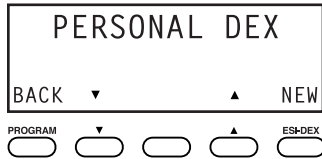
1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



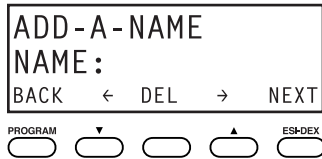
**Note:** Your display may differ, depending upon the availability of certain Dexes on your system.

2. Press **PER** to choose the Personal Dex.

The display now reads:



3. Press **NEW**.

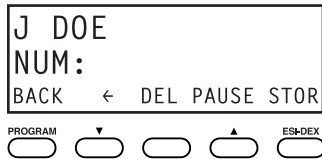


4. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.
5. When the desired character appears, press **#** to confirm its entry. The cursor will move to the next character position. Use **←** and **→** (the scroll keys) to back up or to insert a space.

**Example:** To enter a *B*, press **2** twice (the possible options to scroll through are *A, B, C* and *2*). When *B* appears, press **#** to confirm and move to the next entry.



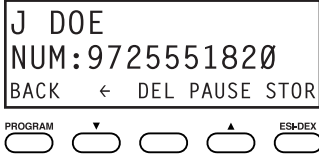
6. Repeat steps 4–5 until the name is complete. The name may contain up to 15 characters (a space is a character, too).
7. Press **NEXT** when finished entering the name. You will see the display for entering the **number** that goes with the name you entered.



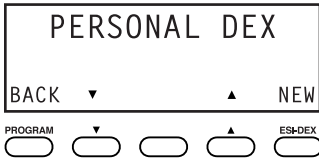
(Continued)

- Enter the **number** — including the line access code 9 (or 8 or 7). To insert a two-second pause, press **PAUSE**.

**Note:** Use the scroll key to enter special characters; use the scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.



- Press **STOR** to confirm the entry, which the phone will show briefly before returning to the Personal Dex display.



- To make another name/number entry, repeat steps 3–9. To finish, press **BACK**.

### Deleting names from your Personal Dex

#### ... On the 24-Key Feature Phone

- While your station is idle (or just after receiving dial tone), repeatedly press **ESI-DEX** to select the Personal Dex:



- Choose the desired name from the selected Dex, using one of the two following methods:

Press repeatedly ...	To ...
or (scroll keys)	Scroll through all names in the list from the beginning or end
(A dialpad key)	Scroll through only the names that correspond to the three letters on the key

- When the desired name and number appears ...

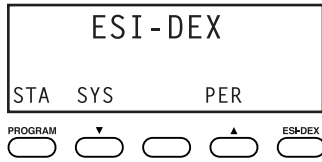


... delete the entry by pressing either \* or **HOLD**.

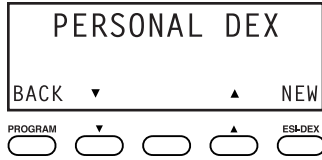


... **On the 48-Key Feature Phone**

1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



2. Press **PER** to choose the Personal Dex.

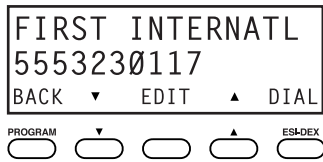


3. Select the desired name from the selected Dex, using one of two methods.  
**Either:**

- (a.) Press the scroll keys ( and ) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex);

... **Or** ...

- (b.) Press the dialpad key that contains the first three letters of the person's name.  
For example: if you want to delete "FIRST INTERNATL," press **3 (D E F)**. You will begin to see names that begin with those letters (again, names will appear in the order in which they were stored in the Dex). Keep pressing the dialpad key until the desired name and number appear:



4. Delete the entry by pressing either \* or **HOLD**.

### Using Esi-Dex: An example

Let's say you're on a call with the XYZ Company — *XYZ COMPANY* appears on your display — and you wish to save the name and number for future use. Just press **ESI-DEX**. Your display will confirm that the information has been stored.<sup>1</sup> Then, to call the XYZ Company in the future, use Esi-Dex as described below for each model of ESI Feature Phone.

#### ... On the 24-Key Feature Phone

1. Press **ESI-DEX** until you see *PERSONAL DEX* on the display.

PERSONAL DEX

2. Press **9 (W X Y)**. The display will show the first stored name that starts with *W, X* or *Y*.

WALTON AND SONS  
9095551020

3. Continue to press **9** until *XYZ COMPANY* appears in the display.

XYZ COMPANY  
3185559421

4. Press **ESI-DEX** again. This dials the number for the XYZ Company.

**Important:** The number dialed (if stored from a Caller ID) will be the number for the **actual** line used by the caller, and may be different than the caller's **listed** number. Additionally, some local calls may not be auto-dialed correctly, depending on the limitations of your area's local dialing plan. You may wish to create a manual listing for these. Consult your Administrator if you need further assistance.

#### ... On the 48-Key Feature Phone

1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**.

ESI-DEX  
STA SYS PER  
PROGRAM   ▼   ▲   ESI-DEX

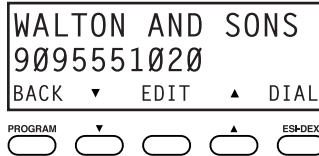
2. Press **PER** to select the Personal Dex.

PERSONAL DEX  
BACK   ▼   ▲   NEW  
PROGRAM   ▼   ▲   ESI-DEX

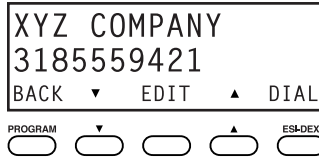
(Continued)

<sup>1</sup> If the number is already in your Personal Dex, the message *ALREADY STORED* will appear on the display. This indicates Esi-Dex has prevented storing the same number multiple times.

3. Press **9** (**W X Y**). The display will show the first stored name that starts with W, X or Y.



4. Continue to press **9** until XYZ COMPANY appears in the display.



5. Press **DIAL**. This dials the number for the XYZ Company.

**Important:** The number dialed (if stored from a Caller ID) will be the number for the **actual** line used by the caller, and may be different than the caller's **listed** number. Additionally, some local calls may not be auto-dialed correctly, depending on the limitations of your area's local dialing plan. You may wish to create a manual listing for these. Consult your Administrator if you need further assistance.

### System speed-dialing with Esi-Dex

If your Administrator has programmed system speed-dial numbers, you can access one of these numbers **either** via Esi-Dex, as explained in the foregoing discussion, **or** auto-dial it by dialing its corresponding three-digit access number (in the range 600–699).

**Example:** If an out-of-town factory location has been programmed as system speed-dial access number 605, you can lift the handset, receive internal dial tone, dial **6 0 5** and this will automatically dial the factory's number. You may also program 605 (in this example) as a programmable feature key (see page C.2).

## Override ring

The **override ring** feature<sup>1</sup> lets you place a call — station-to-station or outside line — or leave a voice message when **another** call is ringing.

### Placing a call using the override ring feature

First, program a feature key<sup>2</sup> to be an **override ring key** — by assigning to it the function code **5 8 0**. Then, to bypass an incoming station or line call:

1. **Before you begin the call**, press the override ring key you programmed. When you do this, **don't** take the handset off-hook **and don't** press **either** a pre-assigned headset key (see F.12), a preprogrammed line key or **SPEAKER**.
2. Once you receive dial tone, pick up the handset and proceed with your call as you normally would. The incoming call will be rerouted to the forwarding destination (such as your voice mailbox) your Installer or System Administrator has set for your station.<sup>3</sup>

**Notes:** Any other feature keys not mentioned above will neither answer a call nor initiate the override ring feature. Use of the override ring key also overrides any outside dial tone preference (see page F.11) that may have been set for your station.

<sup>1</sup> Not available on the 12-Key Feature Phone.

<sup>2</sup> See "Programmable feature keys," pages C.2–C.3, for full details.

<sup>3</sup> The override ring feature has no effect on calls ringing in from a hold recall or a queued line..

## Message monitor mode (live call screening)

(Not available on 12-Key Feature Phone.)

**Message monitor mode**, or **live call screening**, lets you hear a caller leaving a message in the mailbox, just as with your home answering machine. You turn this feature on or off as part of user programming — **PROGRAM 3 6**. While you hear the caller through your speaker, you have the following options:

Option	Result
Lift the handset	You intercept the call
Do nothing	The system records the message to the mailbox for your later retrieval
Press <b>MUTE/DND</b>	Temporarily mutes your speaker (the system continues to record the message to the mailbox)

**Note:** During monitor mode, you will hear a call ring, then subdued ringing while the caller is hearing the greeting, then their message. You can intercept the call at any time.

## Greeting reminder

**Note:** This is for use on **only** the Master Station (see “Integrated Answering Machine operation,” pp. D.1–D.6).

If you frequently change the **greeting**, use this option; it sets the mailbox to remind you of the current greeting. The first time you use your phone after it has been idle (for the period you set in this function), the system automatically plays the current greeting (and gives you the option to change it). The range is 0 (no reminder) to 500 hours. To set this, press **PROGRAM 3 2**.

**Example:** If you change the greeting only when out of town for a few days, set the reminder interval to 60 hours; you'll be reminded if the mailbox has not been used for three days. If it's Friday, set the reminder for 36 hours and you will be reminded the upcoming Monday morning or if you are away for a couple of days. If you change your greeting several times a day, set the reminder for about 3 hours.

## Headset operation

You can use a headset<sup>1</sup> with your ESI Feature Phone. You must program one of your programmable feature keys to be a **headset key**<sup>2</sup> (see “Optional features,” pp. F.12–F.13) that you'll use to connect to or disconnect from a call. The key will **blink** green when a call is ringing and **glow** green when connected. If you have a headset connected and the phone is off-hook, pressing the scroll keys (▼ and ▲) will adjust the headset volume. After you initiate or answer a call using the headset key, lifting the phone's **handset** automatically takes you out of headset mode. To switch back to headset mode while on a call, press the headset key again and then place the phone's **handset** on-hook.

**Notes:** On a Generation I system,<sup>3</sup> you must have a headset key<sup>2</sup> programmed as one of your programmable feature keys (see “Other feature keys,” page C.2) that you'll use to connect or disconnect from a call. The key will **blink** green when a call is ringing and **glow** green when connected. You turn headset mode on or off in user programming (**PROGRAM 3 3**). If you turn off headset mode while the headset key is glowing green (*i.e.*, in use), the phone will stay off-hook until you again turn on headset mode.

If a headset key is programmed, the phone handset must be in the cradle for proper headset operation.

<sup>1</sup> Not all headsets are compatible with your ESI Feature Phone; contact your ESI Reseller for a list of compatible models.

<sup>2</sup> Not available on a 12-Key Feature Phone.

<sup>3</sup> If unsure which system you have, consult your System Administrator.

## Outside dial tone preference

If you make mostly outside calls, you may find this setting helpful. It tells your station to connect automatically to an available outside line; *i.e.*, you don't have to dial **9** (or **8** or **7**) before the phone number. Therefore, when you lift the handset or press **SPEAKER**, you will immediately receive an outside dial tone from the highest-numbered line available to you.<sup>1</sup>

**Note:** To place an **internal** call while in this mode, press the appropriate station key **or** (a.) press **TRANSFER** to switch to internal dial tone and (b.) then dial the extension number.

## Line keys

If some of your programmable feature keys have been programmed as line keys (or you can program line keys using **PROGRAM 2**), press an unlit key to access the line. An outside call transferred to your station can be answered by simply lifting the handset or pressing **SPEAKER**<sup>2</sup>. You do not have to press the line key. The LED indications for the line keys are:

LED	Line status
<b>Solid red</b>	In use
<b>Solid green</b>	Connected to your station
<b>Blinking red</b>	Ringing at another station
<b>Blinking green</b>	Ringing at your station
<b>Slowly blinking red</b>	On hold by another station
<b>Slowly blinking green</b>	Held by you

**Note:** Dialing **9** (or **8** or **7**) to be assigned a line automatically is always available.

## Private line

If a **private line** has been assigned to your station, you must have a line key programmed (see pages C.2–C.3) in order to access it.

<sup>1</sup> This aspect (*i.e.*, that it's always the highest line available to you) can't be changed.

<sup>2</sup> Not available on 12-Key Feature Phone.

## Optional features

The following **optional** features **may** be accessible from your station. See the Administrator for details. In many of the cases you can dial the appropriate feature code (one that starts with **5**) to activate or use the feature. In some instances, you must use a programmable feature key to serve as an on/off key for the feature (see "Programmable feature keys," page C.2).

- **Other feature keys** — If you enter one of the following feature codes, the programmable feature key will serve as an enable/disable key for that feature. The Installer may have programmed certain stations for accessing additional features (consult your System Administrator regarding your access to them).

Code(s)	Key usage
199	Overhead page
560	Day/night mode
564	Headset
565	Call forward
565YYY	Call forward to an extension
568	Message monitor
569	Background announce
570	Conference
571	Greeting 1
572	Greeting 2
573	Greeting 3
578	Mute/DND
580	Override ring

**Note:** Gray shaded items are the only key codes available for the 12-Key Feature Phone.

### **Manual day/night mode (Code 560)**

The system's main greeting can be manually changed using a programmable feature key. Each time the key is pressed, the display switches between *DAY* and *NGT*.

**Note:** The Administrator can also change the mode and/or re-record the greeting remotely to handle unexpected closings, such as for inclement weather.

### **Headset key (Code 564)**

This key provides for easy connecting to/disconnecting from calls when operating in headset mode (see "Headset operation," page F.10). Press the key to receive dial tone or to answer a ringing call. Press the key again or press **RELEASE** to disconnect from the call.

### **Call-forward key (Code 565 or 565XXX)**

If you frequently call-forward your phone (see "Call forwarding," page E.6), you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number.

### **Message monitor key (Code 568)**

Easily toggle the message monitor mode on or off with this key. (Otherwise, you can perform the toggle by pressing **PROGRAM 3 6** and following the prompts; see "Message monitor mode [live call screening]," page F.10.)

**Background announce key (Code 569)**

During call waiting, you can also make a brief, private **background announcement** (see "Background announce feature," page E.8) to the station's earpiece (if the station user has enabled the background announce feature). Hold down the key until you hear a beep, then begin talking; release the key when finished.

**Greeting key (Codes 571–573)**

These keys will provide for easy activation of one or more of the greetings (see "Greetings" page D.1). The key's LED will be green for the associated greeting that is active. These keys can be used in place of or in conjunction with manual activation of the greetings in programming mode.

**Override ring (Code 580)**

The **override ring** feature lets you place a call — station-to-station, outside line — or leave a voice message when **another** call is ringing. For full details on use of this feature, see "Override ring," page F.9.

(This page included for pagination purposes only.)



## Analog stations

If your station has been installed as an **analog station**, it will be able to use only a standard-type telephone. Because the phone isn't digitally integrated to the phone system (like the ESI Feature Phones), its operation and capabilities will be different.<sup>1</sup>

**Tip:** To use a cordless phone in conjunction with an ESI Feature Phone, program a programmable feature key ( **5 6 5** ) to easily forward calls to the cordless phone when out of your office. Have the Installer program the cordless phone's station programming to forward calls not sent to the mailbox.

### **FLASH**

A flash-hook, or FLASH — a momentary break in the connection — is required to perform many of the station operations below. You can generate a FLASH by momentarily depressing the hook switch (or, if your phone is so equipped, press the special key on your phone).

---

## Placing calls

When you first lift the handset you will hear internal dial tone. Dial **9** (or **8** or **7**) to access an outside line and dial the number. To place an internal call, simply dial the extension number, department number, etc.

---

## Transferring calls

### **Transferring outside calls**

While connected to an outside call, FLASH and dial the extension number. Hang up immediately to perform a blind transfer, wait until the called person answers, announce the caller and then hang up. If the transferred-to person does not answer, FLASH to be reconnected to the original caller.

### **Transferring a call to the mailbox**

To transfer an outside caller to the mailbox, FLASH and dial **#501**. You and the caller will be connected to that mailbox greeting. You may choose to hang up immediately or listen to a portion of the greeting. FLASH to exit the mailbox and be reconnected to the original caller.

**Note:** Regardless of when you hang up, the caller will hear the entire greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

---

<sup>1</sup> If you're not sure about the installation of your station, contact your System Administrator.

## Call forwarding

Your station has been pre-programmed by the Installer to call-forward your phone to the mailbox when your station is busy or does not answer. In addition, you can temporarily call-forward all of your calls to another station. Lift the handset, dial **5 6 5** and dial the extension number (or # and the mailbox number) to which the system should forward all calls.

**Note:** If the forwarded-to station is busy or does not answer a forwarded call, the ESI phone system will return the call to the mailbox.

To turn off call forwarding, dial **5 6 5 \*** *without* selecting a destination, and hang up.

## Call waiting

If you have enabled call waiting for your station (**\* XXX 5 3**, where **xxx** represents your extension number), you will hear a tone in your earpiece. FLASH to toggle between the original call and the call waiting. To drop either call, hang up while connected to the call to be dropped. When your phone rings, lift the handset and you will be reconnected to the other caller.

## Call hold

This is used to place callers on hold for retrieval from **any** station within the ESI phone system.

### Putting a call on hold

While on an outside call, FLASH and dial **\* \* \***. A short voice prompt will tell which line number the call is using; you will then receive internal dial tone.

### Retrieving a call from on hold

From internal dial tone, dial **\* \*** and the line number where the call is on hold.  
Dial **\* \* 0** to answer the oldest held call in the system.

### Hold recall

If a held call is not retrieved during the period of time (set by the Installer), it will recall to your phone if your station is idle. You will hear three short ring tones. Lift the handset; you will be connected to the held call.

If you are on a call when the recall occurs, you will hear a call waiting tone. To toggle between the two calls, FLASH (**or** hang up, wait for ring, then answer). If a call placed on hold is not retrieved it will be forwarded to the Integrated Answering Machine.

## Paging

This function allows for paging through an overhead paging system and/or designated available telephone speakers. Press **#** to access all available stations.

**Note:** A page will not be sent to the speakers of phones in use.

**Tip:** To page for pick up of an outside call, put the caller on hold by dialing **\* \* \***. A voice prompt will indicate the line number. Then page the person and announce the line number for retrieval. For example: *"John, you have a call on line 1. John, pick up line 1, please."*

## Overhead paging

Station number **199** is designated as the **overhead paging port**. If the ESI phone system has been connected to an overhead paging system, you can page by dialing **1 9 9** and making your announcement after the tones.

## Call pick-up

A call ringing at another station can be picked-up by pressing \* and dialing the extension number. Dialing \* 0 will answer the longest ringing outside call.

## Voice mail operation from an analog station

The ESI phone system will provide accurate and timely messages. Others will become more comfortable leaving you voice messages if you pick-up and respond to your messages promptly.

### Greetings

**Note:** This is for use on **only** the Master Station (see "Integrated Answering Machine operation," pp. D.1–D.6).

Initially, the mailbox has a generic greeting: "You have reached mailbox 501, dial zero to reach the operator or begin recording at the tone." You can record up to three different greetings in your own voice indicating your availability to return calls.

### Examples:

**Sample greeting 1:** *Hello. Thank you for calling [company name]. We are currently assisting other customers. Please dial zero to reach our operator or leave your name, number, and message at the tone and we will get back to you as soon as we can.*

**Sample greeting 2:** *Hello. Thank you for calling [company name]. We are currently out of the office. To attempt to reach our mobile phone, please press four now. Otherwise leave your name, number, and message at the tone and we will get back to you as soon as we can.*

**Sample greeting 3:** *Hello. Thank you for calling [company name]. We are currently out of the office. Please leave your name, number, and message at the tone and we will get back to you as soon as we can.*

You may wish to include one or more of these options in your greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
XXX	An extension number of another user

**Shortcut:** When leaving a message in the mailbox, press 1 during the greeting to advance directly to the record tone without having to listen to the remainder of the greeting.

You can change any greeting as often as necessary, by just recording over a previously recorded greeting.

**Warning:** Do not delete all of the greetings; make sure at least one always remains. Deleting all the greetings will turn off the mailbox.

### Message waiting indication

If there are new messages, you will hear a short prompt "You have messages" and then internal dial tone whenever you lift the handset to place a call. You can choose to retrieve the messages or place the call.

## Retrieving messages

You can pick up messages from your station, when away from the office or from another user's ESI Feature Phone.

1. Lift the handset, and dial **\*501**.
2. If calling from outside, when the operator or another user answers your call, have them transfer you by pressing **VOICE MAIL** and hanging up.
3. You will hear the mailbox greeting. Press **8** to hear the messages.
4. If required, enter your password.
5. The ESI phone system will announce the number of new and old messages, and will start playback of messages starting with the oldest new message and continue until all messages and recordings have played or you press **\*** to disconnect.

**Note:** If, while picking up messages, you receive a call waiting tone, hang up, lift the handset and you will be connected to the waiting call. If you hang up during the playback of a message, the message will be saved.

Voice prompted instructions will be played at the end of each message. Once you've learned these prompts (see the chart, "Functions available during analog station voice mail message retrieval," *below*) you can proceed more rapidly by pressing one of the following keys any time during the message or during a prompt.

### Functions available during analog station voice mail message retrieval

**Note:** Functions tinted gray, below, either change or are not available when you're using an ESI Feature Phone (see page D.3).

Key	Function	Description
4	Back up (rewind)	When pressed during message playback, rewinds 4 seconds for each key press. If pressed after the message has finished, it returns you to the beginning of the message.
5	Access user programming	Accesses user programming menu.
7	Delete	Deletes the message from the mailbox (see "Message Recycle Bin," page D.6).
9	Save	Saves the message (it will be played as an old message the next time messages are picked up).
0	Operator	Transfers you to the operator.
*	To disconnect	Always press <b>*</b> before hanging up (if you press it during playback of a message, the message and any other unsaved messages will be saved).

### Retrieving messages from another user's ESI Feature Phone

Press **\*501**. Follow the procedures described previously (see top of this page).

## Analog station programming

After logging into the mailbox (pressing \* followed by the mailbox number), dial 5 to program.

### Select greeting (Master Station user only)

Select the desired greeting number: 1, 2 or 3. The system will prompts to re-record, delete, hear, or select as the current greeting by pressing #.

#### 1 Record greeting

Begin recording at the tone; press 1 to stop. The new greeting automatically replaces the previous greeting.

**Note:** The Integrated Answering Machine will be disabled if no greeting exists.

#### 2 Delete greeting

When prompted, press 2 again to confirm deletion.

**Warning:** Don't delete **all** of your greetings. If you do, the system will turn off the mailbox until at least there is once again at least one greeting.

#### 3 Hear current greeting

## Password

The password will apply to station programming, message retrieval and certain other features (when activated).

#### 1 Enter new password

Your password may consist of 2–8 digits followed by # (0 cannot be the first digit). Entering 0 (zero) as the sole password will turn off the password requirement.

#### 2 Delete current password

#### 3 Hear current password

#### 4 Password security level

Select one of the following password levels.

Selection	Result
0	No password required for access from any phone
1	Password required only for remote access, either off-premises or from other stations within the system
2	Password always required

## Off-premises message delivery

The ESI phone system can be programmed to deliver messages to an off-premises phone and/or to page you when the mailbox receives a message. You can set the phone number (cell phone, home number, another extension, etc.) or the pager number and a **delay time** (the period that the system is to wait before attempting to deliver the message/page).

**Note:** You must record and use Greeting #2 for this feature.

The Administrator can also set for your station the:

- Number to be called or paged
- Delay period before attempting message delivery
- Number of attempts
- Interval between attempts (in increments of 30 minutes)
- "Quiet period" which suspends message delivery for late night, etc.

If you have programmed both an off-premises delivery number and a pager number, the system will prompt you to choose one of the following delivery options:

- Phone-only
- Pager-only
- No off-premises delivery

### **Phone delivery**

Whenever it receives a new message into the mailbox, the system will call the number that you have programmed and play the prompt "*You have messages; please enter your password.*" The prompt will repeat three times before assuming that no one has answered and disconnecting.

Upon answering, enter your password (if **no** password is set, you must enter **0**). You will then be connected to the mailbox and can proceed with normal message retrieval operation.

**Note:** A "\*" response instead of the password will cause the system to suspend calling until another new message is received.

### **Pager notification**

You can have the system call and activate your external pager whenever the first new message is left in the mailbox and repeat the page (at the interval programmed by the Administrator) until all new messages have been retrieved.

**Note:** Inputting or deleting the phone number that is to be called for off-premise delivery or to activate your pager will turn the feature on or off, respectively.

## Off-premises message delivery

### 1 Delivery options

- 1 *Delivery to phone number only*
- 2 *Notify pager only*
- 0 *No off-premises delivery*

### 2 Phone delivery

- 1 *Enter phone number*  
Enter the phone number followed by # (24 digits maximum). **Do not** include an outside line access code (i.e., don't add **9**, **8** or **7**) before the number.
- 2 *Delete phone number*  
Deletes the current phone number.
- 3 *Hear current phone number*  
Plays back the current phone number.

### 3 Pager notification

- 1 *Enter pager number*  
Enter the pager number followed by # (24 digits maximum). **Do not** include an outside line access code (i.e., **9**, **8** or **7**) before the number.
- 2 *Delete pager number*  
Deletes the currently programmed pager number.
- 3 *Hear current pager number*  
Plays back the currently programmed pager number.

---

## Message Recycle Bin (un-delete)

The Integrated Answering Machine's 10 most recently deleted messages will be stored in a **Message Recycle Bin** to allow the user to recover messages that may have been deleted in error.

The most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to the mailbox as an old message.

(This page included for pagination purposes only.)



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