

## Programming your phone

### Setting your phone preferences

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

- |                                    |                                |
|------------------------------------|--------------------------------|
| <b>1 Select personal greeting</b>  | <b>4 Station audibles</b>      |
| 1 Record                           | 3 Message ring                 |
| 2 Delete                           |                                |
| 3 Hear                             | <b>5 Password</b>              |
|                                    | 1 Enter                        |
| <b>2 Programmable feature keys</b> | 2 Delete                       |
|                                    | 3 Hear                         |
| <b>3 Station options</b>           | 4 Security level               |
| 1 Call waiting                     |                                |
| 2 Personal greeting reminder       | <b>6 External notification</b> |
| 5 Hands-free answer                | <b>9 Message Recycle Bin</b>   |
| 6 Monitor mode                     |                                |
| 7 Power-saving mode                |                                |

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

### Programmable feature keys

There are two **methods** for programming your phone's keys:

- Traditional programming** — Press **TRANS/CONF/PROG 2** and select the appropriate programmable function key.
  - Direct ("radio-button") programming** — Select one of the eight programmable feature keys, and hold it down for at least two seconds. This not only initiates programming but also lets you immediately program that specific key.
- The eight programmable feature keys can be programmed as:
- Line keys** — If programmed with a line number, the key will become a line key providing lamp information and outside line access.
  - Station keys** — If programmed with an extension number, the key will provide station lamp status and direct station access and transfer.
  - Speed-dial keys** — Can be used for automatic dialing of frequently called outside numbers. Enter the line access code (**9, 8** or **7**) plus the phone number.
  - Additional-feature keys** — Depending on your system, these may include live recording, ACD agent log-on, system speed-dial, personal greeting, etc. See the System Administrator for assistance.

**Note:** The LEDs on the eight programmable feature keys behave differently than do those on programmable feature keys on ESI's corded desktop Feature Phones. The Cordless Handset's programmable feature key LEDs glow only red, while ESI desktop phones' LEDs are tri-color (red, amber, green).

## Using voice mail

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

### Retrieving messages from your station

- Press **V MAIL**.
- When prompted, enter your password (if required): \_\_\_\_\_ #  
The default password is **0** (meaning, no password required).

During playback of a message, the display will show the originator of the message, the duration of the message, whether it's new or old, and the time/date of the message.

You can press any of the following keys anytime during the message or during the prompt following the message.



- 1 Pause** — Pauses playback for one minute or until pressed again.
- 2 Time/date to number** — Toggles the display between the time/date and the Caller ID number (if available).
- 3 Reply** — To automatically reply to a message from another user (within the system). Begin recording your reply at the tone; press **1** to stop. You will then be returned to the original message for further action.
- 4 Back up** — Backs up ("rewinds") playback four seconds for each time you press it during message playback. If pressed after the message has finished, returns you to the message's beginning.
- 5 Fast forward** — Advances playback four seconds each time you press it.
- 6 Move** — Moves a copy of the message to another user's mailbox. To add an introduction, press **1** when prompted. When you've finished your recording, press **1** to stop.
- 7 Delete** — Deletes the message.
- 9 Save** — Saves the message. It will be played as an old message the next time messages are retrieved.

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

When finished, press **TALK** to hang up (If you hang up while a message is playing back, the message will remain "new.")

### Message Recycle Bin (un-delete)

Your ESI system stores your 10 most recently deleted messages in a Message Recycle Bin (**PROG 9**) to allow you to recover messages that may have been deleted in error.

### Retrieving messages from a remote location

- At the main greeting, **either** press **\*** and enter your mailbox number: **\* \_\_\_\_\_ or** have the operator transfer you by pressing **V MAIL** and then **\***, and entering your mailbox number.
- When prompted, enter your password (if required): \_\_\_\_\_ #  
The default password is **0** (meaning, no password required).  
The ESI system will announce the number of new and old messages and play the oldest new message.

The additional key functions listed below may be used from a remote location:

- 2 Hear time/date** — Pauses the message, plays the time/date of the message and then resumes playback.

- 5 Access user programming** — Lets you change the personal greeting or password.

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

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

### Mailbox personal greetings

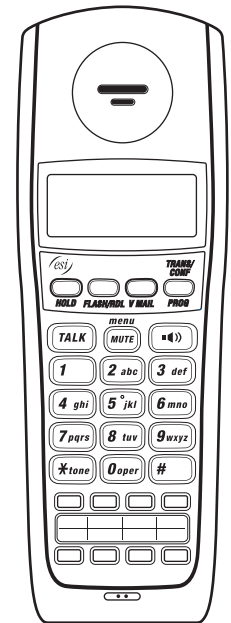
You can record up to three personal greetings (**PROG 1**), and then change between them as desired.

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

For more detailed instructions, consult the *User's Guide* for your ESI system (visit [www.esiusers.com](http://www.esiusers.com)).



# Remote IP Cordless Handset II Quick-Reference Guide



0450-1199 • Rev. A

Visit [www.esiusers.com](http://www.esiusers.com) for detailed user help

*Some features described herein either may not be available or may not have been activated on your ESI system. For more details, consult your System Administrator.*

## Using your phone

### Answering a call

When your phone rings, press **TALK** or the speaker key .

### Placing an outside call

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

### Placing an outside call via analog CO<sup>1</sup> line

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

(If the **LCL** key hasn't been programmed, press **TALK** twice to ensure that the handset is no longer in a power-down mode, and then press **✖** and wait for analog CO dial tone before dialing any digits on the keypad.)

### Placing an intercom call

Press **TALK** and dial the extension number, or press a programmed station key. The station key LEDs indicate:

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

### Releasing a call

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

### Use of headset

To use a compatible headset with the Cordless Handset, simply plug the headset into the **headset** outlet located on the handset's side.

Normally — *i.e.*, unless special programming has occurred — audio will automatically pass through the headset.

### Transferring an IP call to another station

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

If you call or transfer a call to a station in use (the station key is solid red), the called person can handle your call as outlined in the **call waiting** feature (see *next column*) — or decide not to take your call, in which case it will forward to his/her mailbox.

### Transferring an IP call directly to mailbox

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

### Transferring an IP call to the main menu

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

### Leaving a message in another user's mailbox

Press **V MAIL** and then **TRANS/CONF**, and then dial the extension number (or press **V MAIL** and the appropriate station key). If you press **1** during the user's personal greeting, you will advance directly to the record tone.

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

### Initiating a conference call

While connected to an IP call, press **TRANS/CONF** and call another station or outside person. Repeat the step to add another person (the maximum, including you, is 16) to the conference. Hang up (press **TALK**) to disconnect all persons in the conference. If the newest added-on person does not answer, press **FLASH/RDL** to return to the original conferees.

### Picking up a call at another station

If a call is ringing at another station (if it's programmed into one of your station keys, that key will be blinking red), that call can be picked up at your station by pressing **TALK ✖**, then either pressing the ringing station key or entering the extension number (e.g., press **TALK ✖ 1 0 3** to pick up a call on extension 103).

### Call waiting

If you receive another call while you're already on a call and you have activated call waiting (see “Programming your phone,” elsewhere in this guide), you will hear a tone in your earpiece and the bottom line of your display will indicate that a call is waiting. You can ignore the call waiting (and it will be directed to your mailbox), or you can toggle between the two callers by pressing **FLASH/RDL**. To drop either call, press **TALK**. Your phone will then ring with the other call.

### IMPORTANT: Dialing 9 1 1 — analog CO line ONLY

**This can be accomplished ONLY if you're connected to an analog CO line.**

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

(If the **LCL** key hasn't been programmed, press **TALK** twice to ensure that the handset is no longer in a power-down mode, and then press **✖** and wait for analog CO dial tone before dialing **9 1 1** to place an emergency call.)

## Power-down modes

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

Receiving an incoming call or pressing any phone key (except on the dialpad) will take the Cordless Handset out of either of these modes. Both are designed to extend the life of the battery while it's out of the cradle; however, you can disable the power-saving mode in station programming step 37 (**3**, then **7**).

## Included hardware

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

## Fixed keys and their uses

### TALK

Press **TALK** to start or release (hang up on) a call, or to answer.

### HOLD

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

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

### FLASH/RDL (Flash/Redial)

When you're on a call, press this key to generate a **flash hook** on the outside line or to toggle between calls waiting.

### TRANS/CONF/PROG (Transfer/Conference/Program)

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

### ✖ (Call pickup)

A call ringing at another station or group can be answered from your station by pressing **TALK ✖**, then the appropriate blinking station key or entering the extension number (e.g., **TALK ✖ 1 0 3** to pick up a call on extension 103).

### # (Page)

To page through all available stations, press **TALK # 0**. To page in only a programmed paging zone, press **TALK #** and the one-digit paging zone designation (in a range of either *1–3* or *1–9*, depending upon your system; see the System Administrator for assistance).

### vol (Volume)

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

<b>Note:</b> The Handset's available ringer types are slightly different than those for an ESI desktop Feature Phone.
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### Mute

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

## Special features

### Call forwarding

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

### DND (do-not-disturb) mode

Program the code **5 7 8** into one of the eight programmable feature keys and just press this key to toggle into and out of **DND** (do-not-disturb) mode.

### Call recording

Program the code **5 8 2** into one of the eight programmable feature keys and just press this key while on a call to toggle **live call recording** on and off. If you press the key when the Cordless Handset is idle, you can record a personal memo. The ESI system keeps all your recordings in your station's voice mailbox.

### Local analog CO line

Program the code **5 8 5** into one of the eight programmable feature keys, and just press this key while the Cordless Handset is idle to place an outside call via the analog CO line attached to the Cordless Handset's base station. Press this **LCL** (local analog CO line) key and wait for analog CO dial tone before dialing any digits on the keypad.

<i>Consult your System Administrator for information on printing feature key overlays.</i>
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<sup>[1]</sup> CO = Central Office.