



# ESI Feature Phone

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## User's Guide

### FOR IVX<sup>®</sup> C-Class

0450-0512  
Rev. A



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# Introduction

Accessing the rich ESI feature set is simple and easy through the straightforward design of ESI's Feature Phones. Each feature has been designed for ease of use while providing capabilities needed in an advanced business phone.

You will be able to learn many of the features by simply 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

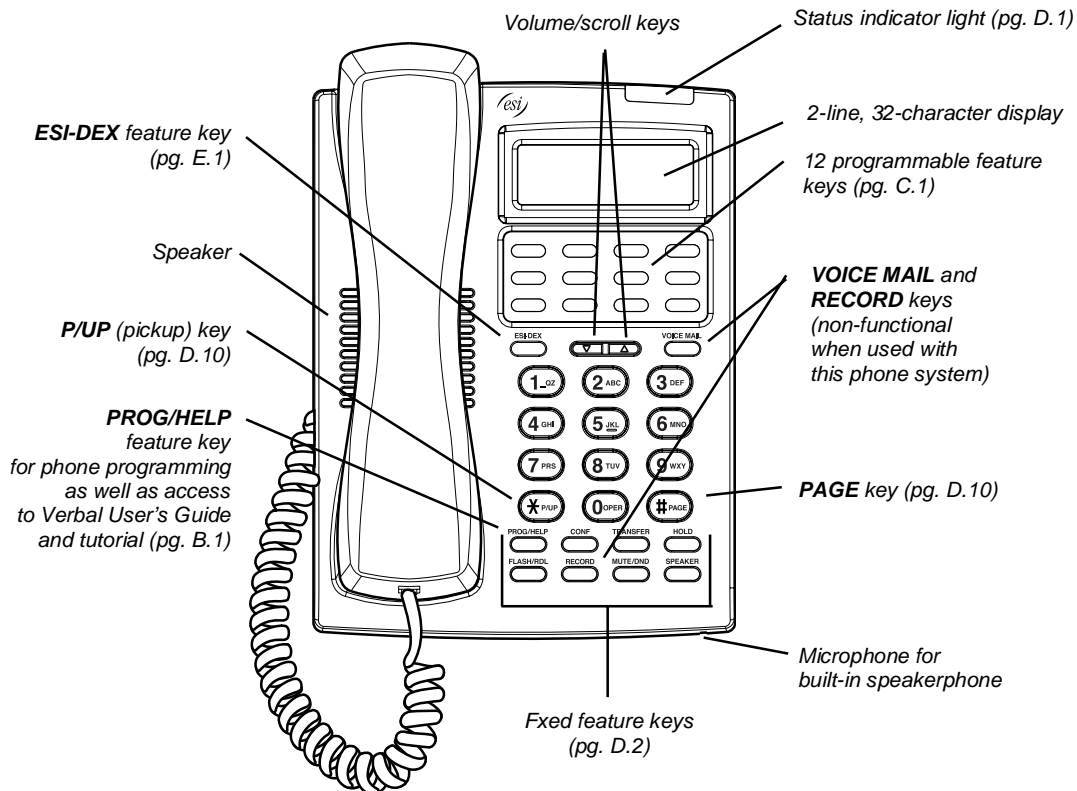
- 24-Key Feature Phone
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  - Analog phone operation
- 

## How it's arranged

- Section A — Introduction and phone illustrations
- Section B — User help
- Section C — User programming
- Section D — Phone operation
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## 24-Key Feature Phone

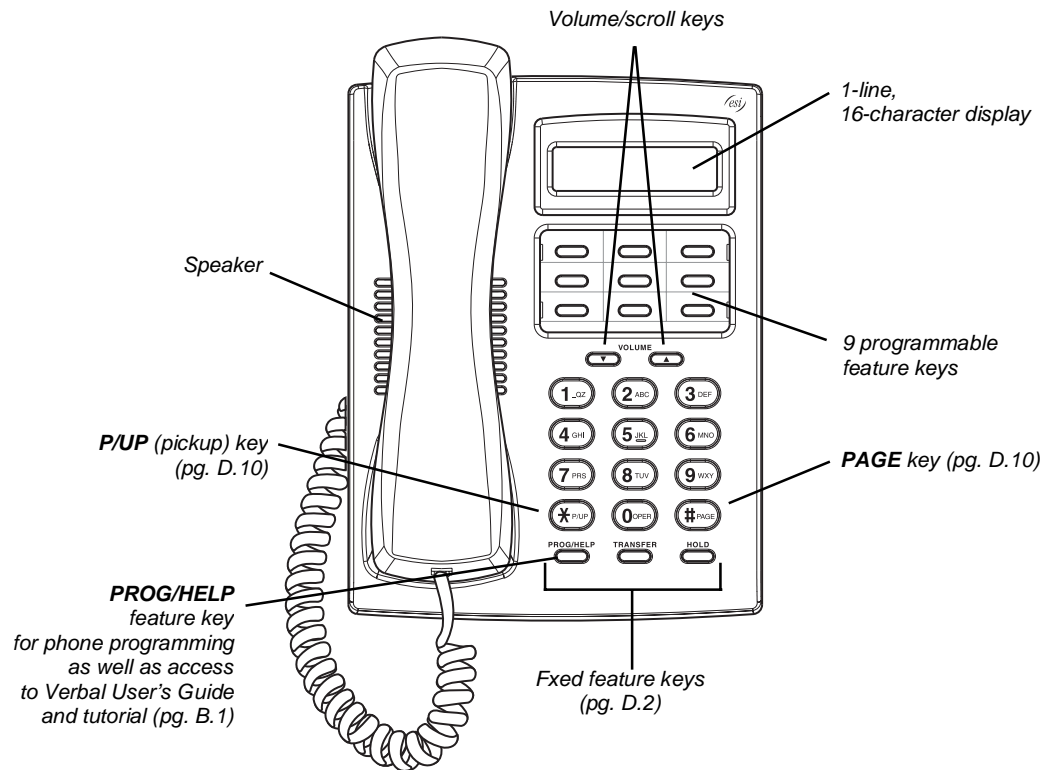
The **24-Key Feature Phone** has a variety of programmable and built-in features. The 24-Key Feature Phone's built-in voice prompts make it easy to program and use.



**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.

## 12-Key Feature Phone

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



**Notes:** The following features are not available on the 12-Key Feature Phone.

- Certain special features; see page E.6.
- Esi-Dex.

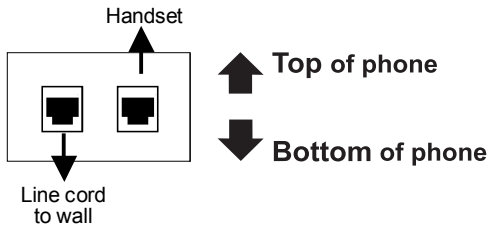
A **CONFERENCE** key and **MUTE/DND** key must be set on one of the nine programmable feature keys to utilize those features.

**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.

## Connecting your ESI phone

Use the diagram (*below*) to connect your ESI phone. The 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.



## 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 **PROG/HELP**, and then follow the spoken Help menu to:

- Learn how to use the phone
- 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 **PROG/HELP** while programming it.

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

Press **PROG/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 D.3). Anyone calling your station while you are in DND will be disconnected after four minutes.

### ***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

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 (see "User programming menu," *below*), you can quickly set any frequently used feature.

## ***Programming help***

During any of the programming steps, press **PROG/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***

- 2 Programmable feature keys**  
(Station keys, line keys, speed-dial keys, other feature keys)
- 3 Station options**
  - 1 Call waiting/background announce
  - 3 Headset operation
  - 4 Outside dial tone preference
  - 5 Hands-free answer
- 4 Station audibles**
  - 1 Station ring tone
  - 2 Station ring volume

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

## **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.
- **Traditional programming** — Press **PROG/HELP**. The Verbal User Guide will speak to you, walking you through the full menu, during which you can choose the appropriate option.

### **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 **PROG/HELP** and selecting a menu option — that you'd have had to perform if using traditional programming.)

### 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 entered can be:
  - User extensions (100–123)
  - 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. 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.

- **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 E.6).

### Keys' LED activity during programming

| <i>Key type and LED indication</i>  |                    |                 |                                      |
|---|--------------------|-----------------|--------------------------------------|
| <i>Mode</i>   | <i>Station key</i> | <i>Line key</i> | <i>Feature key or speed-dial key</i> |
| 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 (**PROG/HELP 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 D.7 for call waiting and page D.8 for background announce.

**3 Headset operation<sup>1</sup>**

See page E.5.

**4 Outside dial tone preference**

See page E.5.

**5 Hands-free answer<sup>1</sup>**

See page D.3.

|  |
|--|
| <b>Note:</b> Background announce, and selections 3 and 5, are not available on a 12-Key Feature Phone. |
|--|

### 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 ▼ or ▲ to select a tone, then press # to accept it.

**2 Station ring volume**

Press ▼ and ▲ to set the desired ringer volume (range: off to high), then press # to accept it.

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

(This page included for pagination purposes only.)

# ESI Feature Phone operation

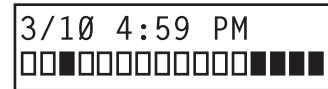
## Display

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 D.3) and monitor mode, and — on a 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 example, *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.

### 24-Key Feature Phone



- Line in use
- Available line

## Status indicator lamp

**Note:** This item is not applicable to the 12-Key Feature Phone.

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

- **Phone is off-hook** — Light glows solid red.
- **Phone is ringing** — Light “flutters” continuously.

For example, if a user is wearing a headset, it can be difficult to know whether he/she is on a call. So, 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 two conditions is true at the same station, the light will behave according to the following priority: off-hook, then ringing. Here's an example. If the phone begins to ring, the light will “flutter” continuously; 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 higher priority of the two conditions.

## 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*. Caller ID information will appear also on analog phones with Caller ID displays.<sup>2</sup>

<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.

<sup>2</sup> Caller ID will not appear with call-waiting.

## Keys

### Programmable feature keys

The **programmable feature keys** at the top of the Feature Phone — 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 **PROG/HELP** to verify current settings (see page C.1).

**Note:** Key codes for **CONFERENCE** and **MUTE/DND** for a 12-Key Feature Phone must be programmed on a programmable feature key to use these functions. See page E.6.

### 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.

**Notes:** The fixed keys on the 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 E.6) that come as fixed-feature keys on the 24-Key Feature Phone.

The **VOICE MAIL** and **RECORD** keys on the 24-Key Feature Phone are non-functional on this phone system.

### 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 E.6.)

### SPEAKER key and speakerphone operation

**Note:** The 12-Key Feature Phone has neither a **SPEAKER** key nor speakerphone. It does have a speaker, but this is useful only for on-hook dialing; when the called person answers, you must pick up the handset to speak to him/her. The 12-Key Feature Phone also can be used for zone paging.

For hands-free conversation, use the **SPEAKER** key. When an outside call rings, you can press **SPEAKER** to connect to the caller via your phone's built-in speakerphone. 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** — press **PROG/HELP 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 supports only 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.”

## 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>, **PROG/HELP**, and **scroll keys** (▼ and ▲). Along with spoken and displayed commands, they guide you through the use of Esi-Dex (page E.1), various programming activities and controlling the volume of your phone's handset and speaker.

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## 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.)

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<sup>1</sup> Not available on the 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.

## Basic phone use

**Note:** References to the **SPEAKER** key and speakerphone apply to only the 24-Key Feature Phone, not the 12-Key Feature Phone (which lacks both items).

### Outside calls

**To answer (double-ring cadence):** Lift the handset **or** press **SPEAKER**.

**To place:** Lift the handset **or** press **SPEAKER**. 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 — 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**.

**To place:** Lift the handset and dial the extension number **or** press a station key (see “Direct station select,” p. D.4).

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

**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.

## Direct station selection

Programming some of the programmable feature keys (see p. C.1) 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 . . . |
|---------------------------------|---|
| Unlit                           | Available; currently unused               |
| Red; steadily lit               | In use                                    |
| Red; blinking                   | Ringing from another call                 |
| Green; steadily lit             | Connected to you                          |
| Green; blinking                 | Ringing from your call                    |
| Amber; steadily lit             | In DND mode                               |

(Continued)

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).

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 D.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.

---

## 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 disconnected after four minutes.

### 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.

## 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 E.6.

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 D.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.

### **Privacy release**

This feature makes it easy to "conference-in" on a call: just press a line key assigned to the outside line the call is using, and you'll automatically join the call.<sup>1</sup>

<sup>1</sup> This feature may not be available on your system, depending on how it has been programmed. If you wish to enable this feature on your phone system, contact your System Administrator.

## Call forwarding

You can temporarily call-forward all of your calls to another station.

On an ESI phone:

1. Dial **5 6 5**.
2. Dial the extension 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 disconnected

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," p. C.1.) The call forwarding key will be solid green to indicate that it is active.

## Call waiting

If you have enabled **call waiting** for your station (**PROG/HELP 3 1**) and a second call comes in while you are on another, you'll hear a tone in your earpiece and the bottom line of your display will indicate that a second call is waiting. You can ignore the call waiting and it will be either disconnected or transferred to a destination set by the Installer.

To **toggle between** the two calls on a 24-Key Feature Phone, press **FLASH**. To **drop** either call, press **RELEASE** while connected to the call to be dropped: this disconnects the call and automatically re-connects you to the other call.

On a 12-Key Feature Phone, press the hook switch quickly to toggle between two calls (**FLASH**), or hold the hook switch down to release the call (**RELEASE**).

### Call waiting display

Be sure to check the display when you're using call waiting. Initially, the first line shows the name or number of your original call (depending on how the call was created) and the call duration. The second line shows the name or number of the call waiting along with the duration of that call. The arrow on the display will move between the first and second lines, indicating to which call you are connected.<sup>1</sup> Here's an example:

1. You're connected to XYZ Company, when you hear a beep and see that Joe Smith is calling:

|                  |                            |
|------------------|----------------------------|
| →XYZ COMPAN 4:12 | 24-Key<br>Feature<br>Phone |
| SMITH, JOE 0:31  |                            |

(In this example, Joe's call is being transferred to you; it's been in the system for 31 seconds.)

2. You press **FLASH** and are connected to Joe. Note how the arrow moves to indicate the change of connection:

|                  |                            |
|------------------|----------------------------|
| XYZ COMPAN 4:13  | 24-Key<br>Feature<br>Phone |
| →SMITH, JOE 0:32 |                            |

**Note:** If Caller ID is not used, the Line number will appear instead of the caller's name or number. If Caller ID is used, in some instances the local telephone service provider will only show a general caller status such as *Unavailable*, *Private*, or *No Data Sent*.

<sup>1</sup> A 12-Key Feature Phone will show only the first caller. Even if you hang up from the first call, the second call's Caller ID information will not appear.

### Station-to-station call waiting

You can call, or transfer a call to, another station that is in use (as indicated by the fact that its station key, if one exists for it on your ESI Feature Phone, is glowing red). This generates a call waiting tone in the other station's earpiece and puts a call waiting indication on the bottom line of that station's display, as explained in "Call waiting display" (*above*). If the person ignores the call waiting, your call or the transferred call will be disconnected after four minutes.

### 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 page C.1).

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, can't 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

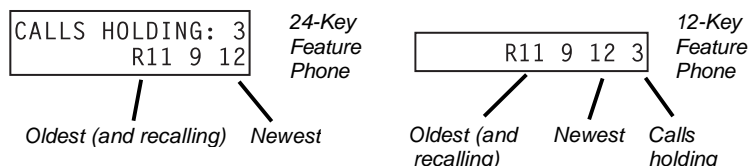
Your ESI Feature Phone lets you put a call on either *hold* or *exclusive hold*. Each puts a call into a standby mode, but here's the difference between the two:

- **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 the 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 p. C.1), 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 within four minutes will be disconnected.

### 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 . . .

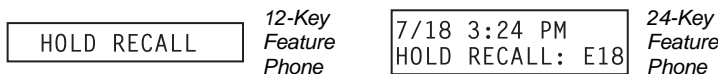


. . . and then return to its normal state. This exclusive hold will cause the **HOLD** key to light solid red on just that Feature Phone (*i.e.*, where the key was pressed) and none other in the system.

#### 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 p. C.1) 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 page C.1).

### **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 by pressing \* and then either dialing the extension or (if the destination is programmed into one of your keys; see "Programmable feature keys," p. C.1) pressing the station key for the ringing station.

During **night mode**<sup>1</sup>, 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<sup>1</sup> 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.

---

<sup>1</sup> For more information, consult your System Administrator.



## 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.

To redial the last number called, press **REDIAL** either when your station is idle or after you first lift the handset or press **SPEAKER**.<sup>2</sup>

#### 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.

### Esi-Dex

*Esi-Dex*<sup>3</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,” E.2) |
| <b>Station Dex</b>             | All station names programmed by the Installer                                   |
| <b>System Dex</b> <sup>4</sup> | All system speed-dial names set up by the System Administrator                  |

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

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

<sup>3</sup> Not available on 12-Key Feature Phone.

<sup>4</sup> The System Dex is available only if the System Administrator has programmed system-wide speed-dial numbers.

### Auto-dialing using Esi-Dex

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 two methods.

Either:

- (a.) **Scroll** — 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.) **Dial-by-name** — Dial up to the first three characters<sup>1</sup> of the extension, department, or guest mailbox name. For example: if you want to call John Doe, dial **5 6 4** (because it spells *J O H*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

|                         |
|-------------------------|
| →JOHN DOE<br>5559409434 |
|-------------------------|

3. Press **ESI-DEX** again to dial the number.

### 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**.

#### Caller ID method

Whenever a Caller ID name appears on your phone's display while you're talking on an incoming call or retrieving a message, press **ESI-DEX** to automatically store the name and number in your Personal Dex. The display confirms:

|            |      |
|------------|------|
| J DOE      | 3:21 |
| CID STORED |      |

#### Manual method

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

|                     |
|---------------------|
| ADD-A-NAME<br>NAME: |
|---------------------|

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

|  |
|--|
| <b>Note:</b> If needed, press <b>PROG/HELP</b> for assistance. |
|--|

(Continued)

<sup>1</sup> You can also dial just one or two characters, and then press # to enter.

1. To enter each character for the **name**, press the dial pad 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.

### ***Deleting names from your Personal Dex***

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

PERSONAL 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 . . .

FIRST INTERNATL  
5553230117

. . . delete the entry by pressing either **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 the 24-Key ESI Feature Phone.

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

PERSONAL DEX

2. Enter **9 2 5 (W A L)**. The display will show the first stored name that starts with the character range from *WAJ* to *YCL*.

WALTON AND SONS  
9095551020

3. Press the scroll keys (▼ and ▲) 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.

### 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.1).

<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.

## Override ring

The **override ring** feature<sup>1</sup> lets you place a call — station-to-station or outside line — 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 E.7), a preprogrammed line key or **SPEAKER**<sup>1</sup>.
2. Once you receive dial tone, pick up the handset and proceed with your call as you normally would. The incoming call will be disconnected or rerouted to the forwarding destination your Installer or System Administrator has set for your station.<sup>3</sup>

**Notes:** Any other feature keys not mentioned in this section 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 E.5) that may have been set for your station.

## Headset operation

You can use a 24-Key Feature Phone with a **headset** connected to the handset jack. You must have a headset key 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.

## 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**<sup>1</sup>, you will immediately receive an outside dial tone from the highest-numbered line available to you.<sup>4</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.

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

<sup>2</sup> See "Programmable feature keys," page C.1, 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.

<sup>4</sup> This aspect (*i.e.*, that it's always the highest line available to you) can't be changed.

## Line keys

If some of your programmable feature keys have been programmed as line keys (or you can program line keys using **PROG/HELP 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>1</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.

### Privacy release

This feature makes it easy to “conference-in” on a call: just press a line key assigned to the outside line the call is using, and you’ll automatically join the call.<sup>2</sup>

## 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.1).

- **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 for your access.

| Code(s)       | Key usage                    |
|---------------|------------------------------|
| <b>199</b>    | Overhead page                |
| <b>564</b>    | Headset                      |
| <b>565</b>    | Call forward                 |
| <b>565YYY</b> | Call forward to an extension |
| <b>569</b>    | Background announce          |
| <b>570</b>    | Conference                   |
| <b>578</b>    | Mute/DND                     |
| <b>580</b>    | Override ring                |

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

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

<sup>2</sup> This feature may not be available on your system, depending on how it has been programmed. If you wish to enable this feature on your phone system, contact your System Administrator.

**Headset key (Code 564)**

This key provides for easy connecting to/disconnecting from calls when operating in headset mode (see "Headset operation," page E.5). 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 D.7), 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.

**Background announce key (Code 569)**

During call waiting, you can also make a brief, private **background announcement** (see "Background announce feature," page D.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.

**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 E.5.

(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.

### 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).

### Caller ID

If you subscribe to Caller ID from your telephone service provider, the Caller ID display will show an outside caller's name and/or number.<sup>2</sup> In some instances, the service provider can send only a general caller status — such as *UNAVAILABLE*, *PRIVATE*, or *NO DATA SENT*.

On internal station-to-station calls, the Caller ID display will show the extension number as the calling number, and the station name as the caller's name. On Esi-Link calls, the Caller ID display will show the location number and extension as the calling number, and the remote location's station name and "short name"<sup>3</sup> as the caller's name.

**Note:** Caller ID will not display with call-waiting.

### 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.

### 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.

### 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.

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

<sup>2</sup> If you don't subscribe to Caller ID, the display will show (instead of the caller's name or number) which line is receiving the call.

<sup>3</sup> For example, the Installer might have programmed "DAL" as the short name for a remote location in Dallas.

---

## 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 either be disconnected or follow forwarding set by the Installer or Administrator.

---

## 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.

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