Using Your Phone

Answering a Call
When your phone rings, press   or   (speaker).

Placing an outbound call

MANUALLY
1. Select   or   (speaker).
2. Enter the number to dial.

USING THE VIRTUAL DSS
1. Press   to activate the DSS list.
2. Scroll to the DSS key you want to dial.
3. Press   again.

CONTACT LIST
1. Press the Menu key.
2. Selects Contacts.
3. Scroll and select the contact you want to dial.
4. Press

At any time, press   to switch the audio output to the speaker.

Placing an Intercom Call
Press   and dial the extension number, or press a programmed virtual station key. The station key LEDs indicate:

Solid Red = Line or Station in use, Do Not Disturb

Blinking Red = Line or Station is ringing

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

Using a Headset
To use a compatible headset with the handset, simply unplug the headset into the headset outlet located on top of the handset. Audio will automatically pass through the handset.

Transferring a Call to Another Phone
While connected to an outside caller, press **CNF/TR** and dial the extension number (or press the virtual station key) for the person to receive the call. To perform an unsupervised, hang up immediately   . For a supervised transfer, wait until the called person answers, announce the call, then hang up immediately   . If during a supervised transfer, the transferred-to person doesn't answer, do one of the following:
• Press **F/RDL**.
• Or press   to release the call to the station's mailbox.

Transferring a Call Directly to Mailbox
To transfer an outside call to another user's mailbox, press **CNF/TR**, then **VM** and the appropriate station key (or enter the station number manually). Even though you both will

hear the personal greeting, you can hang up at any time to release the call to the mailbox.

Transferring a Call to the Main Menu
To transfer an outside call to the main menu, press **VM** and hang up.

Leaving a Message in Another User's Mailbox
Press **VM** then **CNF/TR** and then dial the extension number (or press **VM** and the appropriate virtual station key). If you press **1** during the user's personal greeting, you will advance directly to the record tone.

Initiating a Conference Call
While connected to a call, press **CNF/TR** and call another station or outside person. Repeat the step to add another person to the conference (the maximum, including yourself, is four people). Hang up   to disconnect all persons in the conference. If the newest added-on person does not answer, press **F/RDL** to return to the original conferees.

Picking Up a Call at Another Station
If a call is ringing at another station (if it is programmed into one of your virtual station keys, it will be blinking red), that call can be picked up at your station by pressing **✱**, then press either ringing virtual station key or entering the extension number (e.g. press **✱103** 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*"), you will hear a tone in your earpiece and the 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 **F/RDL**. To drop either call, press   . Your phone will then ring with the other call.

Dialing 911
Local: Dialing **9-1-1** from a local phone places an emergency call and also notifies the system operator via a speaker or displayed prompt.

Remote: To successfully dial 911 from a remote phone the base station must be connected to an analog CO line. Dial using one of these methods: 1) press   then the LCL (local analog CO line) key that you programmed on one of the virtual DSS keys, or 2) press   , then **✱** and wait for the analog CO dial tone before dialing 911. Emergency services will not be sent to the correct address without using one of these methods.

Using Feature Keys

FIXED KEYS

Talk
Press   to start/answer or   to release a call.

Call Pickup (✱)
A call ringing at another station or group can be answered from your station by pressing **✱**, then press the appropriate blinking station key or enter the extension number (e.g. **✱103** to pick up a call on extension 103).

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

Volume / Mute
For volume, see *Adjusting Volume*. For ring volume, press the plus/minus keys shown in the display on an incoming call. To mute the handset, press   .

VIRTUAL KEYS

Hold
Press to place a 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 (ex. **1 2** for line 12) to pick up the call.

F/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. Otherwise, press this key to redial the last outside number dialed. If you have a Caller ID service, press the key while listening to a voice mail message to automatically return the call.

CNF/TR (Conference/Transfer)
This lets you transfer a call to a station for which you don't have a programmed station key. Press **CNF/TR** and then dial the extension number. See *Initiating a Conference Call* for this keys others uses.

Special Features

Call Forwarding
Dial **5 6 5** and then either dial an extension or press a virtual station key to **forward** your call to that station. To disable call forwarding, dial **5 6 5** and   . 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 virtual keys and 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 virtual keys and press this key while on a call to toggle live call recording on and off. If you press the key when the handset is idle, you can record a personal memo. Access your voice mail box for recordings.

Quick Switch Key
Verify with the System Installer or Administrator that your handset has been associated with an ESI desktop phone, which is needed to use this feature.

Key code 583 can be programmed only on one of the programmable feature keys on an ESI **desktop** phone.

When the phone is idle, press the key to select a ring option:
• **Ring desktop** - Incoming calls will ring only to the desktop phone.
• **Ring cordless** - Incoming calls will ring only the Cordless Handset.
• **No-ring option** - When a caller dials (or is transferred to) the desktop phone, only the desktop phone rings. If the caller dials (or is transferred to) the Cordless Handset, only the Cordless Handset rings.

While you're **on a call** or when either the desktop phone or Cordless Handset in ringing, the Quick Switch Key will be lit green, which signifies a **"push" action** can be performed:
• While connected to a call on your desktop phone, press the Quick Switch Key to "push" the call to your Cordless Handset. This essentially performs a blind transfer. The Cordless Handset will ring, while the desktop phone automatically disconnects.
• Press   on the Cordless Handset to answer the call.
• While connected to a call on your Cordless Handset, press the Quick Switch Key on the desktop phone to "push" the call to the desktop phone. The Cordless Handset will automatically disconnect and the desktop phone will ring (or go into the speakerphone mode).

> **Note:** If you've "pushed" a call accidentally, you can retrieve the call by pressing the Quick Switch Key again.

Refer to the applicable *User's Guide* for more information concerning the Quick Switch Key.

> **Note:** When programming a 5XX feature key for any phone running on an IP Server 900, you must enter "#" followed by the 5XX key code.

Programming Your Phone

Setting your Phone Preferences

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

1. Personal Greeting
  1. Record
  2. Delete
  3. Hear
2. Programmable Feature Keys
3. Station Options
  1. Call waiting
  2. Greeting reminder
  5. Hands-free answer
  6. Monitor mode
  7. Power-saving mode

4. Station Audibles
  3. Message ring
5. Password
  1. Enter
  2. Delete
  3. Hear
  4. Security level
6. External notification
9. Message Recycle Bin

> **Note:** Not all menu options are available with all ESI systems.

Programmable Feature Keys

There are two steps for programming your phone's keys:

Assigning a Label
1. Press the **Menu** Key.
2. Select **Key Label**.
3. Scroll to and select the desired button.
4. Enter the new label using the dial pad. To use numbers, select the number key at the bottom of the LCD screen. To delete an entered digit, press Delete on the LCD.
5. Press **Save** at the bottom of the LCD screen before exiting.

Assigning a Number
1. Press ◄▭► .
2. Scroll to the desired key.
3. Press and hold ◄▭► until the programming prompt plays.
4. Enter the desired number. Phone numbers should begin with the line access code.
5. Press the **square key**.
6. Scroll to the **DSS key** and press ◄▭► again.

The eight virtual programmable keys can 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:** This handset's virtual keys diplay as only red, while an ESI desktop phone's LEDs are tri-color (red, amber and green).
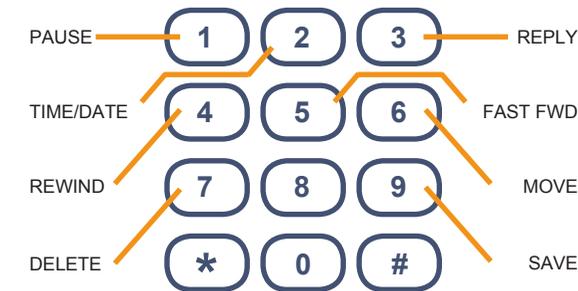
Using Voice Mail

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

Retrieving Messages at Your Station
1. Press ☎ , then **VM**.
2. When prompted, enter your password (if required) followed by **#**. The default password is **0** (meaning no password is required).

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

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

PAUSE — **1** **2** **3** — REPLY
TIME/DATE — **4** **5** **6** — FAST FWD
REWIND — **7** **8** **9** — MOVE
DELETE — ***** **0** **#** — SAVE

1 **Pause** - Pauses playback for one minute, or until pressed again.

2 **Time/date to number** - Toggles the display between the time/date and 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 **Rewind** - 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 (not available on Remote Cordless).

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.

When finished, press ☎ to hang up (if you hang up while a message is playing back, the message will remain as "new").

Deleted Voice Mails
Your ESI system stores your ten (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.

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

Power-save Mode

Power-saving mode activates after the handset has been idle for 30 seconds. Once in this mode, the display goes dark until an incoming or outgoing call is made.

To enable or disable power-save:
1. Press the **MENU** button.
2. Scroll to and select **Settings**, then **Power-Save**.
3. Scroll to and select either **On** or **Off**.
4. Press **Back** or ☎ to exit the menu.

Hardware

- **Charger:** Used to charge the phone when it is idle.
- **Base station:** This device communications between the handset and the ESI system.
- **Repeater** (optional)**:** Placed between the handset and the base station to extend the signal range.

Digital and IP Cordless Handset III
Quick Reference Guide