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 integrated to the phone system (like the ESI Feature Phones), its operation and capabilities will be different. (If you're not sure about the installation of your system, contact your Administrator.)

Note:

The following ESI system features are **not** available to analog stations:
• Call forwarding.
• Call-forwarding/no-answer.
• DND.
• Exclusive hold.
• Call recording.
• Overhead paging access
  (unless overhead paging is included in a paging zone).

Tip:

To use a non-ESI cordless phone in conjunction with an ESI Feature Phone, program a programmable feature key (or use CFWD) 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 unanswered calls to your ESI Feature Phone's mailbox.

Using FLASH

A flash-hook, or FLASH — a momentary break in the connection — is required to perform many analog station operations. 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.* 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"** as the caller's name.

Note:

Caller ID will not display with call-waiting.

*

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.

**

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

Placing calls

When you first lift the handset, you will hear internal dial tone. Press 9 (or 8 or 71–76) 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**; or, to perform a **supervised transfer**, wait until the called person answers, announce the caller, and then hang up. If the transferred-to person doesn't answer, FLASH to be reconnected to the original caller.

Transferring a call to a mailbox

To transfer an outside caller to another user's mailbox, FLASH and dial # and the mailbox number. You and the caller will be connected to that user's personal greeting. You may choose to hang up immediately or listen to a portion of the personal greeting to assure yourself that you've placed the caller into the correct mailbox. If not, 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 personal greeting. To ensure the privacy of the message, you will automatically be disconnected at the record tone.

Transferring a call to the main greeting

To transfer an outside caller to the main greeting, FLASH, dial # and hang up.

Transferring a user to his/her mailbox

To transfer to his/her mailbox a user who's calling from the outside to pick up messages, FLASH, dial ∗ followed by the appropriate mailbox number, and hang up.

Conference calling

To create a **conference call**:

1. Establish the first call.
2. FLASH twice (wait one second between FLASHes) to place the call on hold.
3. Place a second call as you normally would.
4. Once connected to the second call, FLASH again to connect all of you together.

Notes:

To add an additional member to the conference, FLASH once and then repeat steps 3–4, *above*.

A total of 24 members (IVX X-Class), 16 members (IVX E-Class), or 8 members (IVX S-/C-Classes) can be in conferences within the system at any one time — but **no more than four members can be in a single conference**.

To remove or disconnect a conference you're in, just hang up (disconnect).

To **cancel** adding someone to a conference, hang up if:

- The phone is ringing the add-in member's number.
- The add-in member answers the call (you will have only the option to disconnect).
- You're routed to a voice mailbox (if it's a station-to-station call).

In all cases, when the analog station disconnects to cancel the add-in member, the call will ring back and connect to the original station or outside line. You will be automatically reconnected to the existing conference when cancelling the addition of another member.

Note:

Once you FLASH twice to create a new conference, you can't toggle between calls or transfer a connection. This is the same when adding the last possible member (see the **Notes**, *above*, regarding system-related conference capacities) to an existing conference.

Call waiting

To enable call waiting for your station, press ∗ xxx 5 3, where xxx represents your extension number. Then, if someone calls you while you're already on a call, you'll 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.

Note:

The ESI phone system doesn't support call-waiting Caller ID on analog stations. If you're unsure which ESI system you have, consult your Installer or System Administrator.

Call hold

This is used to place **external** callers on hold for retrieval from **any** station within the ESI phone system. (An analog station can't place an **internal** call on hold, even if your particular ESI phone system allows an ESI Feature Phone to do so.)

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'll 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'll hear three short ring tones. Lift the handset; you'll be connected to the held call.

If you're on a call when the recall occurs, you'll hear a call waiting tone. To toggle between the two calls, FLASH (**or** hang up, wait for ring, then answer).

Paging

This function allows for paging through an overhead paging system and/or designated available telephone speakers.
Press # and 0 to access all available stations.
Press # and then enter a programmed paging zone, such as 1 or 2, to access that zone (see the System Administrator for a list of paging zones). The Installer may have added an overhead page system to one or more of these page zones. The number of available zones will vary according to which ESI system you have.

Note:

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

Tip:

To page for pickup 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."*

Call pickup

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.

Analog station programming

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

1 Select personal greeting

Select the desired greeting — *1*, *2*, or *3*. The system will play prompts to re-record, delete, hear, **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.

Note:

Your mailbox will be disabled if no personal greeting exists.

2 Delete personal 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 your mailbox until there is once again at least one greeting.

3 Hear current personal greeting

3 Call waiting

1 Enable call waiting

2 Disable call waiting

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 **Play back current password**

Displays and plays back the current password.

4 **Password security level**

Select one of the following password levels.

Selection Result

0   No password required for access for any phone

1   Password required only for remote access, either off-premises or from other stations within the system

2   Password always required

6 Off-premises message delivery

[See "Off-premises message delivery" and its menu.]

9 Message Recycle Bin (un-delete)