



# Loop keys

## Providing enhanced call-handling efficiency

### Introduction

ESI's IP Server 900 and ESI Communications Servers allow individual users to program up to six **loop keys** on any compatible ESI phone to facilitate efficient call handling. Users who encounter high call volumes will find this feature invaluable if they frequently place calls on hold or switch between held calls.

Loop keys allow incoming and transferred CO line calls and Esi-Link calls to be connected to an ESI phone without the need to assign programmable feature keys to each CO line and Esi-Link location, thus preserving programmable feature keys for stations or other ESI features.

Simply put, a loop key makes it easy to manage multiple calls simultaneously, by providing the user with a quick and easy way to place calls on hold and pick up calls from hold without having to remember the line number on which the user put the caller.

### Feature description

A typical user of loop keys is a receptionist or other administrative person who must manage multiple calls simultaneously. When a loop key call arrives, the ESI phone will ring and display available Caller ID information, and the programmed loop key will flash green. All CO line calls, Esi-Link trunk calls, and ESI Cellular Management calls will ring on available loop keys — up to six per ESI phone.

To answer the call, the user simply lifts the handset, or presses **SPEAKER** (or a programmed headset key). As desired, the call may be placed on exclusive hold by pressing the active loop key, which will slowly flash green. When another call arrives, the loop key feature allows the user to:

- Automatically place the first call on exclusive hold and answer the next call by pressing **FLASH/RDL** (or **FLASH** on the 48-Key Feature Phone).
- Easily switch between loop-key calls.
- Conference loop-key calls together.
- Utilize Virtual Answer on loop-key calls, giving callers a special personal greeting before the user answers.

### Feature interaction

#### *Using a loop key to place an active call on hold*

To place an active loop-key call on hold, simply press the active loop key. This places the call on exclusive hold, and the active loop key begins to slowly flash green.

**Note:** If the **HOLD** key is used to place an active call on hold, the call will be placed on system-wide hold and the loop key will slowly flash green; and, if the call is retrieved from hold by another station, the loop key will return to an idle state.

#### *Exclusive hold recall timer*

If the exclusive hold recall timer expires on a call that's placed on exclusive hold using any loop key, the ESI phone will follow the phone's recall and/or forwarding programming if the user is on an active call or if the held call recalls.

## Switching between held loop-key calls

Easily move between held loop-key calls just by pressing the desired loop key. The active call is automatically placed on exclusive hold and the pressed key becomes the active call.

**Note:** Pressing **FLASH/RDL** (or **FLASH** on the 48-Key Feature Phone) can be used to switch between an active call and a ringing call, but switching back to the original call requires pressing the loop key.

## Virtual Answer keys

Loop keys can be used in conjunction with Virtual Answer. When a second call arrives, just press a programmed Virtual Answer key; the second caller will receive your personal greeting and then be placed on exclusive hold. A loop-key call placed on hold using Virtual Answer is indicated with a red flashing loop key.

**Note:** As usual, Virtual Answer is unavailable for use if the extension is in a live-ring list.

## Loop keys and conferencing features

The user may create a conference between loop-key calls by using the ESI phone's conferencing features. While on an active loop-key call, press **CONF**, then press the (additional) loop key of the person you wish to add, and then press **CONF** again. The two loop keys will light a steady green to indicate that both their calls are in the active conference.

## Loop keys and ACD

Logging into an ACD department will supercede loop-key function even if the latter is programmed. Normal ACD operation will continue unless the user logs out of all ACD departments.

**Note:** An individual extension may not log into an ACD department while it has an active loop-key call.

## Support for loop keys

- **ESI systems and system software**
  - IP Server 900 running all system software versions.
  - ESI Communications Servers (ESI-1000, ESI-600, ESI-200, ESI-100, ESI-50, and ESI-50L) running system software version xx.4.31 (or higher).
- **ESI phones**
  - **Current models:** ESI 60 (digital and IP); ESI 40 (digital and IP); ESI 30D; ESI 48-Key Feature Phone (digital and IP); and ESI Cordless Handset II (digital and IP).
  - **Legacy models:** ESI 24-Key Feature Phone; ESI 12-Key Feature Phone; ESI Cordless Handset I (digital and IP).
- **ESI software for Windows**
  - *VIP 7*, all versions.
  - *VIP v. 3.16.0* (or higher).
  - *ESI System Programmer v. 1.2.9.0* (or higher).
  - *ESI Personal Programmer v. 1.1.0* (or higher).
- **Browser-based software**
  - *IP 900 System Programmer*, all versions.
  - *IP 900 Personal Programmer*, all versions.

**Note:** Loop-key feature codes are **not** supported on *VIP Softphone*, *VIP PC Attendant Console*, or SIP station endpoints.

## Loop keys: Legend

Loop key LED appearance	Indicated call state
Off (unused)	Idle
Solid green	In use
Flashing green	Ringing
Slowly flashing green	On hold (system-wide or exclusive)
Rapidly flashing green	Hold recall
Slowly flashing red	Virtual Answer

**Note:** The LED-bearing keys on ESI Cordless Handsets have only red LEDs, so all loop keys on those phones will glow or flash only red.

## Programming loop keys

The user may program a loop key by **either** using feature key code 587 **or** following this procedure:

1. Place the desired programmable feature key in programming mode.
2. Press **ESI-DEX** twice.
3. Use the scroll keys to scroll up or down to *LOOP KEY*.
4. Press the *STOR* soft key.

When a loop key is programmed, incoming calls will appear on this key while ringing and/or answered.

Up to six loop keys may be programmed per ESI phone. Loop-key programming is available to the Installer, the System Administrator, and the end user.

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### About ESI

*ESI (Estech Systems, Inc.) designs and manufactures high-performance phone systems for businesses and organizations. ESI uses advanced technology to design IP and digital communications systems that integrate built-in capabilities, advanced features, and highly differentiated applications into flexible products that are easy to use and keep employees productive. ESI has sold over 250,000 business communications systems through hundreds of factory-trained Certified Resellers. Founded in 1987, ESI is a privately held corporation with headquarters in Plano, Texas.*



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