ESI PHONE SYSTEM ADVANCED How-To USER GUIDE

Answer a call

Lift handset or press the SPEAKER key / Press speaker key again to hang up

To Switch – Press SPEAKER key & hang up handset or if on speaker, pick up handset

Dial co-worker

Dial extension number or press EXTENSION BUTTON

Dial outside

Press "9" & dial number

End call by hanging up

Mute

Press MUTE key – will mute both handset and speaker

DND

Press DND key and all calls will go to voice mail

Glows amber when active

Press again to turn off

Press on ringing call to send it to voice mail

Redial

Lift hand set & press REDIAL

Press REDIAL while listening to voice mail and the system will call number on screen

Call Waiting

Press FLASH – just like home

Use FLASH to jump between two calls

FLASH back to first call and when other party hangs up, call is gone

Volume Control

Works on both handset and speaker

Use up and down arrows on LCD to control

Station Ring Volume

       Press PROGRAM then press 4

       Press 1 for station ring **tones**

       Press 2 for station ring **volume**

Conferencing

       Press CONF Key

       Dial 2nd party (Press flash key on no answer)

       Press CONF key again to join

       Note: when you hang up, all parties are disconnected

Transfer

       While on call press EXTENSION BUTTON or transfer key to dial an extension or phone number

       Wait for answer & hang up

       Press FLASH if no answer to return to caller

Transfer to voice mail

       While on call press VOICE MAIL then EXTENSION BUTTON then hang up

Transfer to voice mail to hear messages

       While on call press VOICE MAIL button then * key (star key) then EXTENSION BUTTON then hang up

Hold

       Press the HOLD key

       To pick up from hold, press red flashing LINE key **OR**

       Press HOLD and line # based on display

Pick up

       To pick up a call ringing on someone else's phone, Press P/UP (*) button then press the EXTENSION BUTTON of the station that you want to pick up

Page

       While on call press HOLD

       Press the PAGE button make announcement and hang up.

Record

       Press RECORD key, key blinks

       Press RECORD to end and recording is stored as a "recording" (Note: different than a voice mail and does not light the voice mail waiting light)

       To quickly record a memo, Press SPEAKER to start the recording

       Press the RECORD button again to end recording

       To listen to recordings press VOICE MAIL button then RECORD key to access recordings

       (Note: only works when 1 party is on an outside line)

Quick move

Press RECORD and one or many EXTENSION BUTTON(S) then end your call (Note: no visual notification of who you have added)
Goes to users as a new voicemail

Forwarding

Press CFWD and extension number or press EXTENSION BUTTON then press #
Outside press CFWD and dial 9 and number then press #
To Cancel CFWD Press CFWD and the* key

Help mode

Tutorial

When your station is idle, press HELP, and then follow the spoken Help menu to:

Learn how to use the phone
Hear a description of how any key is used
Learn how to use voice mail features
Hear a complete tutorial on phone operation

Help during a call

Press 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. To exit Help mode, press the help key again and you will be reconnected to the call.

Exiting Help mode

To exit Help mode, when not on a call, simply hang up.

Speed Dial Buttons

To program a key for Speed Dial:

You can create personal speed-dial keys for automatic dialing of frequently called outside numbers. Press and hold the PROGRAMMABLE KEY you would like to add as a Speed Dial key. Enter 9 plus a phone number, and then press the programmable feature key again. The speed-dial number can be up to 24 characters long. In case of an incorrect entry, use the down scroll key to erase the last number entered.

Whisper/Background Announce: During your call, press and hold down the WHISPER key. This will allow you to come through the handset of the phone so you can make an announcement.
NOTE: you will not be able to answer the person that has come through the handset.

Voice Mail

Your phone system provides accurate and timely messages. Others will become more comfortable leaving you voice messages if you promptly retrieve and respond to your messages.

Use the blue VOICE MAIL key. It will blink whenever you have one or more new messages, and the display will show how many new and old messages are stored for you on the ESI phone system.

Retrieving voice mail messages
   from your ESI Feature Phone

1. Press VOICE MAIL.
2. Enter your password if required (you may change the requirement for a password in user programming menu 5).
3. The ESI phone system will start playback of messages with the oldest new message and continue until all messages are played. The display will show the origination of the message, the countdown duration of the message, whether new or old, and the time/date of when the message was left. (The 48-Key Feature Phone also shows running playback time in reverse.)
4. At the end of each message, the ESI phone system prompts you for instructions (see the chart, "Keys' functions during voice mail message retrieval," *below*). Once you've learned these prompts, you can proceed more rapidly by pressing one of the appropriate keys at any time during a message or during a prompt.
5. To **exit** playback of messages, simply hang up your phone.

Retrieving messages
   from an off-premises location

You can pick up messages when away from the office or from an analog station. Since the display isn't available to you, message handling will operate slightly differently.

To retrieve your message from a remote location:

1. If the auto attendant's main greeting answers your call, press ∗ and enter your mailbox number. If the operator or another user answers your call, have the person transfer you (by pressing VOICE MAIL ∗ and then pressing your station key [or entering your mailbox number] and then hanging up).
2. If required, enter your password.
3. The ESI phone system will announce the number of new and old messages, and will start playback of messages starting with the oldest new message and continue until all messages and recordings have played or you press ∗ to disconnect.

To record you're personal greetings - IN OFFICE - OUT OF OFFICE and Vertural Answer - voice mail greetings:

To Record Greeting's Choose a GREET button you wish to record and immediately press the RECORD button. Follow the verbal help guide. When finished recording, press 1 to stop.

Follow the verbal help guide..
1=record
2=delete
3=listen to recorded message
IN OFFICE – Example:
Hi this is John. I am either on the phone or away from my desk leave me a message and I will return your call as soon as possible. Thank your for calling
OUT OF OFFICE - Example:
Hi this is John. I am out of the office. Please leave me a message and I will return your call as soon as possible. If you need to speak with me immediately press 4 now and you will be connected to my cell phone.
VIRTUAL ANSWER - Example;
"Hi. This is John. I'm currently on another line. Please hold on and I'll be right with you or you may press 1 to leave me a voice mail message".
"The caller is automatically placed on hold"

VIRTUAL ANSWER: Allows you to answer an incoming call on your phone, in your voice, with a pre-recorded message when your phone rings.

(can not be used by receptionist)

Esi-Dex (pronounced *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
Personal Dex	Names you've stored for your use (see "Adding names to your Personal Dex," below)
Station Dex	All station, department, and guest mailbox names programmed by the Installer
System Dex	(Available **only** if System Administrator has programmed system-wide speed-dial numbers) All system speed-dial names set up by the System Administrator

Esi-Dex prompts displayed on a 48-Key Feature Phone

Prompt	What it means
[Arrows]	Move in the direction of the arrow as desired
BACK	Moves backward to previous screen/record
DEL	Deletes a specific name and/or number shown on the display
DIAL	Dials the phone number
EDIT	Edits information shown on the display
LOC	Selects Location Dex
NEW	Creates a new record in Esi-Dex
NEXT	Moves to next record or programming prompt
PAUSE	Inserts a three-second pause in a phone number (useful if required for proper dialing)
PER	Selects Personal Dex
STA	Selects Station Dex
STOR	Stores a name and phone number
SYS	Selects System Dex

Auto-dialing using Esi-Dex

1. While your station is idle (or just after receiving internal dial tone), press ESI-DEX. This causes the **Esi-Dex menu** to appear
2. Press a key to choose the appropriate Dex — Station Dex (**STA**), System Dex (**SYS**), Location Dex (**LOC**), or Personal Dex (**PER**) — or press RELEASE to cancel the procedure.

   System Dex and Location Dex aren't available on every system.
   The procedure is the same for any of the other Dexes.

3. Choose the desired name from the selected Dex, using one of the two following methods.
   Either . . .
   a. **Scroll** — Press the scroll keys 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 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 until you find the desired name and number
4. Press **DIAL** to place the call.

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**. The Caller ID method is the same regardless of whether you're using a 24-Key or 48-Key Feature Phone; however, the manual method is used differently on each phone model.

Caller ID method

1. Whenever a Caller ID name appears on your display (while you're on an incoming call or during message retrieval), press ESI-DEX. This automatically stores the name and number in your Personal Dex.

Manual method

While your station is idle (or just after receiving dial tone), press ESI-DEX. This causes the **Esi-Dex menu** to appear:

1. Press **PER** to choose the Personal Dex.
2. Press **NEW**.
3. To enter each character for the **name**, press the dial pad key that includes the desired character.
4. When the desired character appears, press # to confirm its entry. The cursor will move to the next character position. Use the scroll keys to back up or to insert a space.

   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.

5. Repeat steps 4–5 until the name is complete. The name may contain up to 15 characters (a space is a character, too).
6. Press **NEXT** when finished entering the name. You will see the display for entering the **number** that goes with the name you entered.
7. Enter the **number** — including, if necessary, the line access code *9* (or *8* or *71–76*).

   Example: Use the "up" scroll key to enter special characters; use the "down" 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.

8. Press **STOR** to confirm the entry, which the phone will show briefly before returning to the Personal Dex display.
9. To make another name/number entry, repeat steps 3–9.
   To finish, press **BACK**.

For more information contact us at 713-977-1000