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Basic Instructions For Your ESI Digital Telephone

For detailed instructions, refer to the User's Guide

To Place An Outside Call

1. Lift the **handset** or press **SPEAKER**.
2. Dial **9** for an outside line or press a **line** key if programmed on your phone.
3. Dial the **number**.

Or

1. Dial **9** without picking up the handset. The system automatically turns on the speakerphone and you will have outside dial tone.
2. Dial the **number**.

To Call Another Extension

Lift the **handset** and dial the **extension number**. Or, if you have a "Direct Station Key" programmed, lift the **handset** and press the **station key**.

To Pick Up Another Extension That Is Ringing

In order for this to work, you must have that station programmed on your phone. If you hear the phone ringing, press the * key (**P/UP**) and hit the **button** that is blinking slowly on your phone. You will then pick up the call.

To Page Through All Phones

1. Press **#** and **0** or press the designated Page key if programmed on your phone.
2. Wait for 2 quick beeps and begin talking.

To Place a Call on Hold

1. While on the call, press the **HOLD** key. The display will tell you what **line number** you just placed on hold. Remember that number.
2. Hang up.

To see what calls your phone has on hold, look at the display of your phone. The display will show you how many calls you have on hold and the order in which they were put on hold. The last call you put on hold will appear to the right of the list.

To Retrieve a Call on Hold

1. With the **handset** down, press the **HOLD** key.
2. Dial the **line number** that your call is holding on. For example, if your call is holding on one, then press the 1 key.
3. Begin the conversation or pick up the handset for privacy.
4. If your phone has direct line appearances, you can just press the line which is on hold (blinking) and you will be connected to that call.

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Basic Instructions for Your ESI Digital Telephone (Continued)

To Transfer A Call To Another ESI Phone (Supervised Transfer)

1. While connected to the caller who wishes to be transferred, press the desired Station key (if one is programmed) or press **TRANSFER** and enter the extension number.
2. Wait for the party to answer his/her phone.
3. Announce the call.
4. If the person wants the call, **hang up** and the call will be transferred.
5. If the person does not want the call or is not there, press the **FLASH** key to be reconnected to the caller.

To Transfer A Call Directly To A Mailbox

While on the call, press the blue **VOICEMAIL** button and the desired **Station** key (if programmed) and hang up.

To Transfer A User To His/Her Own Mailbox To Check Messages From Outside the Office

1. While on the call, press the blue **VOICEMAIL** button.
2. Press * and enter his/her **extension number** immediately. (The system will not prompt you to enter the mailbox number).
3. Hang up.

Transferring A Caller To An External Number

1. While on the call, press the **TRANSFER** key.
2. Dial the number you wish to transfer the call to with a **9** before it.
3. Once you have the second caller on the line, announce the call and hang up.
4. If the person does not want the call, press **FLASH** and you will be reconnected to the first call.

To Make A Conference Call

1. Dial the **first number**.
2. Press the **CONF** key after the call has been connected.
3. Dial the **second number** by dialing **9** before the number or pressing a line key and then the number.
4. Press **CONF** again to connect the calls together. If the second party does not answer, press **FLASH** to get the first caller back.
5. To add more parties to the conference call, repeat steps 2-4. You can add up to four parties to the conference call.

Using Background Announce

To Make The "Announcement" to the Busy Phone

1. Dial the **extension** or press the **button** of a person you want to reach.
2. If they are on the phone, you will either get the personal greeting or it will begin to ring. The Background Announce key will light up.
3. Press and *hold down* the **Background Announce** key and **wait** for the **double-beep** connect tone. You may then start talking to the person. Keep in mind that you will be talking over his/her conversation.
4. Wait for the person to respond.

To Respond to a Background Announce

1. Tell the party you are talking to that you need to put them on hold for a moment.
2. Press the **Flash** key.
3. You are now connected to the party who "background announced" you.
4. To return to the previous call, press Flash again.

Setting Up Your Personal Voicemail Box

Recording Your Personal Greeting

1. Press the **PROGRAM** key then **1**
2. The system will ask you to enter your **Personal Greeting number**. For most users, press **1** to select Personal Greeting 1 and press **#**.
3. Press **1** to record your greeting. Start recording after the **tone**.
4. Press **1** again when you are finished. The message has been saved as soon as you press **1**.
5. To listen to your greeting, repeat steps 1 and 2.

Programming A Password for Your Voicemail Box

IT IS STRONGLY RECCOMENDED THAT YOU SET A PASSWORD AND PASSWORD LEVEL TO PROTECT THE CONTENTS OF YOUR VOICEMAIL BOX. BY DEFAULT, A PASSWORD IS NOT REQUIRED TO ACCESS YOUR MAILBOX.

To Set Your Password and Password Level

1. Press the **PROGRAM** key and then **5**
2. Press **1** and enter your new password, press the **#** key when complete.
3. Press **4** to set your Password Level
4. Press **1** for *Remote Only* or press **2** for *All Calls*.
5. Press **#**.
6. Hang up.

Remote Only will require you to enter your password only when you're checking your messages from anywhere other than your desk.

All Calls will require you to enter your password when checking your messages in and out of the office.

To Retrieve Messages Remotely (off-site)

If your company answers with an Auto Attendant (a main greeting) or a "Back Door" Voicemail number

1. Dial the **main number** or the **back door** number.
2. Wait for **main greeting** to begin.
3. Press ***** then enter **your mailbox number**. (The system will not prompt you to enter your mailbox number).
4. If you have your password set, it will prompt you to enter your password.
5. Follow the prompts to listen to your messages.

If your company answers with a live person:

1. Dial the main number
2. Ask the person to hit the Blue **VOICEMAIL** key on their phone and then hang up.
3. Wait for the Greeting to begin.
4. Press ***** and then enter your mailbox number. (The system will not prompt you to enter your mailbox number after press *****)
5. If you have your password set, it will prompt you to enter your password.
6. Follow the prompts to listen to your messages.

If you are dialing your own direct-dial number:

1. Dial your direct-dial number (a number that only rings to your own phone/your private line).
2. Wait for your personal greeting to begin playing. Press **8**.
3. Wait for **main greeting** to begin.
4. Press ***** then enter **your mailbox number**. (The system will not prompt you to enter your mailbox number).
5. If you have your password set, it will prompt you to enter your password.
6. Follow the prompts to listen to your messages.