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Basic Instructions for Your ESI Digital Telephone
For detailed instructions, refer to the User's Guide on our website.

To Place an Outside Call from your ESI Phone

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**.

To Call another Extension

1. Lift the **handset** and dial the **extension number**.
2. Or, if you have that extension programmed on one of your programmable keys already, lift the **handset** and press the **programmable key** that is programmed for that extension number**.** .

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.

To Transfer A Call Directly To A Mailbox

1. While on the call, press the blue **VOICEMAIL** button and the desired **Station** key (if programmed) and hang up.
2. You may also press the blue **VOICEMAIL** button and enter the **extension number** and hang up.

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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 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** and get the caller on the line.
2. Press the **CONF** key to add the second caller.
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 sixteen parties to the conference call, but this is dependent on the capacity of your individual system.

To Pick Up another Extension That Is Ringing

1. In order for this to work, you must have that extension programmed on a programmable key on your phone.
2. If you hear the phone ringing, press the ***** key (**P/UP**) and hit the red **button** that is blinking slowly on your phone. You will then pick up the call.
3. You may also press * key (P/UP) and enter the extension number that is ringing if you do not have that extension programmed on your phone.

To Make a System-Wide Page (through the Phones)

1. Lift the handset.
2. Press the **#** (**PAGE**) key on the phone and begin speaking.

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.

Programming the Keys on Your Phones

All models except for the ESI-60 Phone:

1. Press and hold down the **programmable key** that you want to program until the phone starts talking.
2. If you are programming another extension, just enter the **extension number** you want to appear on that button.
3. If you are programming a speed dial, enter the **number** just as you would if you were dialing the number now (including the **9** or whatever line access code you use currently).
4. Once done, press the **programmable key** you are programming again.
5. The key should be programmed.

ESI-60 Instructions
1. Press and hold down the **programmable key** that you want to program until the phone starts talking.
2. If you are programming another extension, just enter the **extension number** you want to appear on that button.
3. If you are programming a speed dial, enter the **number** just as you would if you were dialing the number now (including the **9** or whatever line access code you use currently).
4. Once done, press the **programmable key** you are programming again.
5. It will prompt you to enter the name. Do so by using the keypad. The prompts will guide you through this process.
6. If the name appears already, just simply hit the programmable key again. Or, once you are done entering the name, hit the programmable key again.
7. The key should be programmed.

Common Feature Codes

Virtual Mailbox	Voicemail Key + MB Number
Headset	564
Caller ID History	574
Day/Night	560
Message Monitor	568

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 recommended that you set a password for your voicemail box. Though it is convenient to not have password, it puts your mailbox and phone programming at an extreme risk of being hacked. In the very least, at least set it to require a password for Remote Only calls.

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.