

Placing an Intercom Call

To place an Intercom call pick-up your phone and dial the users extension number followed by #. If you have a button programmed for the user you can simply press that button to call them.

Voicemail Transfer

With the caller on the line press the VM Transfer button, dial their extension number, or press their button if you have a button programmed for that extension, then press the fixed Transfer button or Xfer on the display. The caller will be placed in that extension's voicemail.

Call Log

This capability presents a list of the last 100 phone numbers dialed, answered, or missed calls to and from your extension.

1. Press **Call Log** soft key on the display or the **Up** navigation key
2. Scroll to (using navigation keys) and select the desired call by pressing the **OK** key.
3. Press either **DIAL** soft key to dial the number or **OPTION** soft key > for additional options.

Programming Feature keys on your ePhone

This can also be done through the ESI web portal

Direct Station Selection (DSS) keys can be programmed for extension users that you may dial frequently.

1. Press **Menu** soft key.
2. Scroll to select > **7 Basic Settings** > **6 Keyboard** > **1 DSS Key Settings**.
3. Scroll to the button you want to program. The 1st number is the page; the 2nd number is the button on that page.
4. Arrow down to the desired key "**Type**" Using the left/right navigation arrows, select **Memory Key**.
5. Arrow down to '**Subtype**'. Using the left/right navigation arrows, select **BLF/Dtmf** then arrow down
6. Line should always be **SIP1** confirm and arrow down
7. Enter **NAME** using the keypad.
8. Under **TEL** enter extension number to be programmed.
9. Press **OK** to save.

Speed Dial keys can be programmed for phone numbers that you may dial frequently using the following changes.

5. Arrow down to '**Subtype**'. Using the left/right navigation arrows, select **SPEED DIAL**
8. Under **TEL** enter phone number to be programmed.

eSIP Voicemail First Time Setup

To access your voicemail box, press the [VOICE MAIL] button. You will then be prompted to enter your password. **For first time users your pin is your extension number, followed by #.** Once logged in use the following short cuts.

Change Your Pin.....[4]

Required to Log in as a Subscriber.

Record Your Name.....[5]

This recorded name plays to your callers when they are transferred through the Auto Attendant. The Dial by Name Directory also plays your recorded name so callers get confirmation that they have selected their intended party. You will NOT be included in the Dial by Name Directory if you do not record your name. Press # to stop recording and 1 to save before you hang up

Record your default unavailable greeting.....[2][0]

This personal greeting plays to your callers when you do not answer your phone. If you do not record this greeting a system generated greeting will tell the caller you are not available and give them the option to leave a message. Press # to stop recording. You will then have an option to review the greeting you recorded before you accept it. Press 1 to accept the greeting before you hang up

Following First Time Setup – listening to new messages.

The system will provide a visual indication of the number of messages you have. *This information is displayed on your LCD screen on the brown icon – (i.e., MWI:2.)*

Once you have entered your password and accessed your mailbox, **press 1 to listen to messages.** While listening to a voice mail message, you will have the following options:

- During the message Dial 3 - To Hear the Date/Time the message was sent.

After the message

- Dial 3 - To Repeat the Message.
- Dial 4 - To Delete the Message then 1 to confirm
- Dial 6 - To Forward the Message.
- Dial * - To return to the previous menu
- Dial # - To Exit.



Getting Started with the ESI ePhone™

for ESI eSIP E-Series™

Fixed Hold Buttons

<https://www.tsiowa.com/esi-user-tutorials.html>



Your phone system provider is



Telecommunication | Surveillance | Infrastructure

www.tsiowa.com

Welcome to the ESI ePhone

The Display



Keypad Icons

Icon	Description
	Redial
	Contacts (Phone Book)
	Hands-free speaker
	Mute Microphone (During Call). Mute Ring (while phone is idle)
	Volume up / down
	Hold
	Headset
	Voicemail (MWI)
	Transfer

- NAVIGATION KEYS:** Press the up/down, left/right navigation key to move the cursor in a list.
OK key: Press OK to confirm an action.
- MUTE:** During a call, the user can press this key to mute the microphone. When idle it will mute the ringer
- VOICE MAIL:** Press the Voice Mail key to enter the voicemail list.
- HEADSET:** Press Headset key to enable headset.
- REDIAL:** Press Redial key to redial the last number dialed
- HOLD:** Press the Hold key during a call to put the call on hold, and press the Hold key again to resume the call.
- TRANSFER:** Press the Transfer key to transfer a call to another extension.
- CONTACTS:** Press the Contact key to enter contacts, which is also referred to as address book and phone book.
- HANDS-FREE:** Press the Hands-free key to enable speakerphone.
- VOLUME KEYS:** While the phone is in the idle standby state, press this key to increase or decrease ringing volume. While on a call, press this key to increase or decrease the volume of the handset or speakerphone.

User Instructions

Placing a Call When you pick up your phone you will hear dial tone. You may dial the phone number or extension of the person you wish to reach followed by # or the DIAL button on the display. If you have a button programmed on your phone for that user, you may simply press that button to call them. You may also dial the number with the handset still on-hook. The call will be placed when you pick up the handset.

Answering a Call If your phone is ringing, pick up the handset to answer the call.

[CALL] Buttons Incoming and outgoing calls will appear on your phone on one of your [CALL] buttons. At that time these calls will appear only on your phone

To Place a Call on Exclusive Hold Press the [HOLD] button on your phone. When a call is placed on Hold using the [HOLD] button on your phone, it will appear on a [CALL] button only on your phone. It will **NOT** appear on other phones.

Placing a Call on Hold (so others can answer it.)

Do NOT put the call on hold using your phone's [HOLD] button. Instead press one of the available [HOLD 1 or HOLD 2] buttons programmed on your phone. This will place the call on Hold on the corresponding [HOLD 1 or HOLD 2] buttons on ALL phones. You may contact the user to inform them that they have a 'Call on Hold 1', etc. Press the blinking hold button to retrieve the call.

To Transfer a Call Press the fixed [TRANSFER] button, or the 'soft' [XFER] button that appears on one of the four soft keys under the display. Dial the

extension number of the person to whom you wish to transfer the call followed by #. If you have a button programmed for that user, you may simply press that button instead followed by #.

During the transfer you may remain on the line to announce who is being transferred to them then press the [TRANSFER] or [XFER] button to complete the transfer.

If the user answers and does not want the call, press the [END] button (now one of the four soft keys under the display.) The call will then be placed back on hold on a [CALL] button on your phone. Press that [CALL] button to retrieve the call.

To do a blind transfer after you press Transfer and dial the extension number followed by # press [TRANSFER] or [XFER] to complete the transfer. If the user doesn't answer, the call will go to their voicemail.