

## Call History

This presents a list of the last 600 dialed, answered, and missed calls to/from your extension.

1. Press **CallLog** soft key, **Up** navigation key or **Menu** soft key > 5 Call Logs > 1 Local Call Logs.
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 > 1 Delete > **OK** soft key to remove the call record.

**Note:** The Missed Calls message will appear on the Home screen with the number of missed calls.

## Recording

This feature allows you to record a call. All users have access to this feature. Recordings are located with your system administrator.

1. While on an active call, press the **Record** DSS key.
2. To end the recording, press the **Record** DSS key or hang up.

**Note:** A Record DSS key needs to be programmed.

## Status Indicator

The programmable feature/DSS keys flash to indicate that you have either a new incoming call or a new voice mail message. The DSS key will stay lit (red) during an active call. The DSS key will flash (yellow) when a call is on hold.

## Redial

1. Press **Redial** key.
2. Scroll to desired call.
3. Press **Dial** soft key, pick up handset, press **Headset** key, or **Speaker** key.

## Phonebook

### Access Phonebook:

1. Press **Contacts** key or **Contact** soft key.
2. Select **Contacts** (Press **1** on keypad, **OK** soft key, or **OK** navigation key).
3. To dial an entry, press **Dial** soft key or pickup handset or press **Headset** or **Speaker**.

### Add new entry:

1. Press **Contacts** key or **Contact** soft key > 1 Contacts > press **Add**.
2. Enter name and number, then press **OK** soft key.

## Intercom

To send a quick announcement to someone without ringing his/her phone, press **Intercom** feature/DSS key and enter the extension you want to call. If the other user's phone is idle, it will auto-answer via the speakerphone. Intercom applies to internal calls made from ESI SIP phones.

## Personalizing your ePhone

### Programming Feature/DSS keys from the Phone

1. Press **Menu** soft key.
2. Scroll to to and select Menu > 7 Basic > 6 Keyboard > **1 DSS Key Settings**.
3. Scroll to the desired DSS key (1-1 to 5-9).
4. Scroll to choose the desired key "Type" (**Memory, Line, Key Event, DTMF, URL, BLF List Key, Multicast, or Action URL**) and enter the associated information.
5. Press **OK**.

**Tip:** Programmable keys start with key number 1-1 at the top-left corner on page 1; top to bottom, left to right, ending with key 5-9 on page 5.

### Programming a Speed Dial key

A speed dial key can be programmed for numbers that you dial most often.

1. Press **Menu** key. Select **7 Basic, 6 Keyboard, 1 DSS Key Settings**.
2. Scroll to the desired key to program and select the Type as Memory Key and Subtype as Speed Dial.
3. Enter the desired name and number and press **OK**.

### Programming Feature/DSS keys from the Console

For eSIP systems, use the Communicator Console. For eCloud systems, use the eConsole dashboard.

### Voice Mailbox Options

Here you can change your greetings, record your name and you can change the password for your voicemail.

1. Access your voice mailbox, press the **Voice mail** key.
2. Enter your password and press **#**. The system will then tell you the number of messages you have.

eSIP	eCloud	Function
Dial 0	-	Mailbox Options
Dial 1	-	Record your Unavailable Message
Dial 2	-	Record your Busy Message
Dial 3	Dial 5, then 2	Record your Name
Dial 4	-	Record your Temporary Greeting
Dial 5	Dial 5, then 1	Change your Password
Dial *	#	Return to the Main Menu
-	Dial 6	Change Greeting
-	Dial 1	For New Messages
-	Dial 2	For Old Messages
-	Dial 3	To Send Messages

**Note:** Check the back of your phone to determine if you are on eSIP or eCloud: If serial number is 5000-0947, you're on an eSIP system. If 5000-0950, you're on an eCloud system.



# Getting Started with the ESI ePhone3 V2™

for ESI eSIP Evolution Series™ & ESI eCloud PBX™



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## Welcome to the ESI ePhone3



The following icons are referenced throughout this guide:

Feature	Icon	Feature	Icon
Call Forward		Mute	
Conference		Contacts	
DND		Redial	
DSS Key		Speaker	
Headset		Transfer	
Hold		Voice Mail	

## Getting Started

### Placing an external call

1. Lift the handset or press **Speaker** key or **Headset** key.
2. Enter the phone number and press **#** or **Dial** soft key to dial immediately, or wait for the phone to send the number automatically.
3. To end the call, press **End** or either replace the handset or press **Speaker** key or **Headset** key.

**Note:** Steps 1 & 2 can be reversed.

### Answering a call

- Lift the handset, or press **Speaker** key or **Headset** key. Pressing the **Answer** soft key will connect you to the call through the speaker.
- Pressing the **Headset** key will connect your call through the headset.
- If auto-answer is enabled, you'll automatically connect to the inbound call through the speaker.

### Adjust Phone Preferences

Press **Menu** soft key, then scroll to and select **7 Basic**. From there, you can program Display, Energy saving, Sleep Time, Ring Settings, Voice Volume and more.

### Hold

While on an active call, press **Hold** key or **Hold** soft key. To return to the held call, press the **Hold** key, the **line** DSS key, or the **Resume** soft key.

### Connecting to a second inbound call

If you receive a second call while you're on an active call, the display will split and you will hear a beep, indicating a new call:

1. Use the navigation keys to scroll to and select the incoming call.
2. Select **Answer** or **OK** to answer the incoming call.

To return to previous call:

1. Hang up the current call or use the navigation keys to scroll to the previous call.
2. Select **Resume**.

### Call transfer

1. While on an active call, press **Transfer** key or **XFER** soft key.
2. Dial the number to which you want to transfer the call (or press a programmable feature/DSS key to which that number has been assigned) then press the **Transfer** key again.

To make a "blind" transfer, press **Transfer** key or **XFER** soft key and hang up.

To make a supervised transfer, wait for the call to be answered by the transfer-to-destination. After confirming that the person will accept the call, simply press **Transfer** key or **XFER** soft key and hang up to complete the transfer.

## Key System Features

Some keys mentioned herein may need to be assigned to a programmable feature/DSS key. For more details, consult your System Administrator.

### Three-way Conference

1. Call the first participant of the conference call and when he/she answers, press **Conference** soft key, 1st caller is put on hold.
2. Call the second participant and, when he/she answers, press **Conference** soft key. This will join all three participants (counting you).
3. To end the three-way conference call, hang up or press **End** soft key

### Call Forwarding

1. Press **Menu** > 2 **Features** > 1 **Call Forward**.
2. Select the line, the type of Forward, toggle to **Enabled** (using navigation keys), enter the destination number and press **OK**. Once enabled, the **Call Forward activated** icon will appear on the display (top right corner).
3. To disable call forwarding, select **Menu** soft key > 2 **Features** > 1 **Call Forward**. Then select **Disabled** and **OK**.

**Note:** Unconditional forward is synonymous to Call Forward Always.

### Call Park

Call Park places a call in a holding state but can be picked up by any phone on the system.

- Press the **Call Park** DSS key to park the call. An announcement will state where the call is located (i.e. 10, 11).
- To retrieve the parked call, dial the park number followed by # (i.e. 10#, 11#).

### Mute & Do Not Disturb (DND)

**Mute** - While on a call, press **Mute** key to disable outbound audio via the microphone in your phone's speaker, handset, or (optional) headset. The screen will display the **Mute activated** icon. To disable, press **Mute** key again. (Mute will automatically disable when you hang up the call.)

**DND** - When the phone is idle, you can put the phone in DND (do-not-disturb) mode by following these steps:

1. Press **DND** soft key, or go to **Menu** > 2 **Features** > 4 **DND**.
2. Set the **Mode** and **Timer**, and press **OK**.

This sends incoming calls directly to voice mail. The **DND activated** icon will turn red to indicate that DND is enabled. To disable, repeat the above steps.

### Voice Mail (VM)

1. To access your voice mail messages, press the **Voice mail** key, or go to **Menu** > 6 **Message** > 1 **Voice Messages**.
2. Select the line and press the **Play** soft key to call.
3. At the prompt, enter your password, then press **#**. The system will tell you how many messages you have. (*This is displayed on your LCD screen - i.e. MWI*).

Select the desired voice mail message and follow the prompts to repeat, forward, delete, reply, hear the next message, or save the message.

**Note:** The Voice Messages icon ( ) will show the number of missed voice mails.

### Call Queue

A call queue is created during system programming. While on an active call, press **Transfer** key or **XFER** soft key, then **Call Queue** DSS key to place the call in queue. To retrieve the calls from the queue login to the queue using the **Agent Login/out** key.

### Agent Login/Logout

This feature allows an agent to log into and out of an automatic call distribution (ACD) queue to manage incoming calls.

- To log in, press **pre-programmed** DSS key.
- To log out, press **pre-programmed** DSS key again.