Getting started with your new phone

The **HEADSET** key mentioned herein is supported in only the ESI 45SIP and must be assigned to one of the phone's programmable feature keys.

Placing an external call

- 1. Lift the handset or press **SPEAKER** (or **HEADSET**).
- While "Predial..." appears in the display, enter your phone number and press # to dial immediately, or wait for the phone to send the number automatically. During the call, the display will indicate the line being used and the dialed number.
- 3. To end the call, either replace the handset or press **SPEAKER** (or **HEADSET**) again.

Answering a call

Lift the handset, or press **SPEAKER** (or **HEADSET**). If auto-answer is enabled, you'll automatically connect to the inbound call through the speaker.

Hold

- 1. While on an active call, press HOLD.
- 2. To return to the held call, press HOLD again.

Connecting to a second inbound call

- If you receive a second call while you're on an active call, the display will show "Incoming" and you'll hear a beep, indicating the new call.
- To switch between active calls, press **HOLD** (or the applicable line key).

Call transfer

- 1. While on an active call, press TRANSFER.
- 2. Dial the number to which you want to transfer the call and then press #.
- 3. To make a "blind" transfer, hang up immediately. To make a supervised transfer, wait for the call to be answered by the transfer-to destination. After confirming that the transfer-to destination will accept the call, simply hang up to complete the transfer. To cancel the supervised transfer and return to the initial

caller, press **TRANSFER** again.

Key system features

Some keys mentioned herein may need to be assigned to a programmable feature key, depending on the ESI SIP phone you're using. It's also possible that not all features mentioned are available on the system you're using. For more details, consult your System Administrator.

Three-way conference

- **1.** Call the first participant of the conference call and, when he/she answers, place him/her on hold.
- Call the second participant and, when he/she answers, press CONF. This will join all three participants (counting you).
- 3. To end the three-way conference call, hang up.

Call forwarding

- 1. Press CFWD.
- 2. Enter the internal or external destination number.
- Press CFWD once more to confirm your entry, or wait 10 seconds for the phone to set the call-forward destination automatically.
 When call forwarding is enabled, "CFWD Always" will appear in the display.
- 4. To disable call forwarding, press CFWD again.

Call forwarding recalls destination history, enabling frequently used numbers to call-forward with a single keypress.

Mute/DND

Mute — While on a call, press MUTE/DND to disable outbound audio via the microphone in your phone's speaker, handset, or (optional) headset. The key will blink red to indicate muting is enabled. To disable muting, press MUTE/ DND again. (The phone will automatically disable muting when you hang up the call.)

DND mode — When the phone is idle, press **MUTE/DND** to put the phone in DND (do-not-disturb) mode. This will send incoming calls directly to voice mail. The key will light solid red to indicate that DND mode is enabled. To disable DND mode, press **MUTE/DND** again. On an incoming call, press **MUTE/DND** to reject the call immediately, sending the call to voice mail.

Redial

To place a call to the last number dialed from your extension, press **REDIAL**.

Voice mail

- 1. To access new or old voice messages, press VOICE MAIL.
- 2. When you hear the prompt, enter your password and then press #.
- **3.** Select the desired voice mail message and follow the prompts to repeat, forward, delete, reply, hear the next message, or save the message.

Note: For voice mail programming details, refer to the ESI SIP Phone User's Guide (ESI 0450-1126).

Intercom

To send a quick announcement to someone without ringing his/her phone, press **INTERCOM** and enter the extension you want to call. If the other user's phone is idle, it will auto-answer via the speakerphone.

Agent log-in/log-out

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 AGENT LOGIN/OUT. The key lights solid green and "Agent Logged In" appears in the display.
- 2. To log out, press AGENT LOGIN/OUT again.

Call queue

This presents to your extension a list of calls that were placed in queue. The **CALL QUEUE** key will light red to indicate that a call is in queue. To access calls in the queue, press **CALL QUEUE**.

Call history

This presents to your extension a list of the last 200 dialed, answered, and missed calls. (A missed call is an unanswered inbound call, to an extension, in which the caller left no voice message.)

- 1. Scroll to the desired call type and press SELECT.
- 2. Scroll to the desired call and press SELECT.
- 3. By scrolling, select DIAL, DETAIL, DELETE, or SAVE.

Recording

This feature allows you to record a call. Not all users have access to this feature. Recordings are located under **Call History** in the Web portal.

- While on an active call, press RECORD. As recording begins, the RECORD key lights solid red and "Record" appears in the display.
- 2. To end the recording, press RECORD again or hang up.

Status indicator

The red status indicator at the phone's top-right corner flashes to indicate that you have either a new incoming call or a new voice mail message. It will stay lit during an active call.

Contacts

The **CONTACTS** key is a fixed feature key on the ESI 45SIP, but only a programmable feature key on the ESI 30SIP. To view, search, add, or delete user contacts, press **CONTACTS**.

- To dial a contact directly: **1.** Press **CONTACTS**.
- 2. Scroll to and select either View or Search.
- 3. Scroll to the desired number and press Dial.

Adding new contacts

- 1. Press CONTACTS and then select New. This presents Name, Number, Account, and Save options.
- 2. Select Name and use the phone's alphanumeric keypad to enter letters and numbers.
 - Tip: Capital and lower-case letters are supported via multiple keypresses. Press 1 to enter special characters @ ("at), : (colon), _ (underscore), (dash), and *I* (forward slash). To insert a period/dot, press the * key.
- **3.** Press **SELECT** to complete the name entry, which will return you to the previous menu.
- 4. Scroll to choose the number or optional account selections, and press **SELECT** to confirm these changes.
- Scroll to and select Save to complete this process. You also can choose to save when you finish all programming changes; you'll be prompted to choose Yes or No before exiting the menu.

Note: Once entered, the entries can be edited only through the Web portal.

Deleting contacts

- 1. Press CONTACTS, scroll to Delete, and press SELECT.
- 2. Scroll to the desired contact and press SELECT.
- 3. Scroll to select Yes or No, and press SELECT.

Personalizing your phone with programmable keys

General information on programming the keys

- 1. Access the menu by pressing MENU/EXIT.
- 2. Scroll to Phone Settings and press SELECT.
- 3. Scroll to Prog Feature Key and press SELECT.

Tip: On the ESI 30SIP, programmable keys start with key number 1 at the top-left corner moving left to right, top to bottom, and ending with key 12 in the lower-right corner.
On the ESI 45SIP, programmable keys start with key number 1 at the top and end with key number 16 at the bottom.

- Scroll to choose the desired key type (Lines, Features, or Speed Dials) and press SELECT. (For specific information regarding speed-dial numbers, refer to "Programming a speed-dial key," *below*.)
- Scroll to and select Save to complete the process. You also can choose to save when you finish all programmable changes; you'll be prompted to choose Yes or No before exiting the menu.

Programming a speed-dial key

A speed-dial key can be programmed for phone numbers or extensions that you dial most often.

- 1. Press MENU/EXIT. Scroll to and select Phone Settings, then Prog Feature Key.
- Scroll to the desired key number to program, and press SELECT.

3. Scroll to choose the number or optional account selections. Press SELECT to confirm these changes.

- **4.** To reset the selected key, choose **Reset** in the key programming menu.
- Scroll to and select Save to complete this process. You also can choose to save when you finish all programming changes, which you do by pressing MENU/EXIT a few times; you'll be prompted to choose Yes or No before exiting the menu.

Adjusting device settings

For each of the following, press **MENU/EXIT**, then scroll and press **SELECT**. Choose **Phone Settings** and then **Device Settings**. From there, proceed as directed.

Auto-answering

When this is enabled, all calls sent to your phone will automatically be answered via the speakerphone.

- 1. Choose Auto Answer and press SELECT.
- 2. Scroll to choose Enable or Disable.
- 3. Press **SELECT** to confirm the change.

Backlight timeout

- 1. Scroll to Backlight Timeout and press SELECT.
- 2. Scroll to choose how long, in seconds, the display backlight should stay on before turning off.
- **3.** Press **SELECT** to confirm the change.

Military (24-hour) time

- 1. Scroll to Military Time and press SELECT.
- 2. Scroll to choose Enable or Disable.
- 3. Press **SELECT** to confirm the change.

Ringtone

- This setting is available for only the ESI 45SIP.
- 1. Scroll to Ringtone and press SELECT.
- 2. Scroll to choose the desired ringtone.
- 3. Press SELECT to confirm the change.

Missed-call message

When this is enabled, the display will indicate the number of missed calls since the call history was last reviewed.

- 1. Scroll to Missed Call Message and press SELECT.
- 2. Scroll to choose Enable or Disable.
- 3. Press SELECT to confirm the change.

Comfort noise

When this is enabled, there will be a soft background sound, called "comfort noise," that fills silence when you're using the handset, speakerphone, or (optional) headset, giving you assurance that the phone or call is working and connected.

Caution: Enabling comfort noise may present undesired audio in certain call scenarios, especially at high volume.

- 1. Scroll to Comfort Noise and press SELECT.
- 2. Scroll to choose Enable or Disable.
- **3.** Press **SELECT** to confirm the change.

Using the Web programming tool

The browser-based **Web programming tool** is an integrated Web site within your ESI phone that allows users to program feature keys and view contacts and call history. It also allows Administrator-level access to Installers and System Administrators for quick programming from anywhere on your organization's LAN. This programming tool can be accessed in most supported Web browsers, such as *Internet Explorer, Chrome, Firefox,* and *Safari.*

Connecting to the Web programming tool

- 1. Connect your phone to your organization's LAN.
- 2. Obtain the phone's IP address from either the phone itself or your System Administrator.
 - Here's how to obtain the IP address from the phone:
- a. Once the phone has fully loaded (you'll see the date and time in the top row of the display), press MENU/EXIT.
- b. Scroll to and select System.
- c. Scroll to and select Network.
- d. Scroll to LAN IP Address. This will display the phone's IP address.
- e. Write down or otherwise note this IP address, which you'll use in step 4, *below*.
- **3.** After learning the phone's IP address, open a new window or tab in your Web browser.
- **4.** In the Web browser's address bar, type:

http://<IP address>:8000

... where **<IP** address> is the phone's IP address that you obtained in step 2. Then, press **Enter** on your PC's keyboard. The browser will take you to your phone's login page.

The default login information is: User name — user Password — 1234

You can (and should) change the user name and password in programming.

Some features described herein either may not be available or may not have been activated on your ESI service. For more details, consult your System Administrator.





ESI 45SIP phone



