


## Call History

This presents a list of the last 1000 dialed, answered, and missed calls to/from your extension.

1. Press **CallLog** soft key.
2. Scroll to (using navigation keys), select the desired call by pressing **OK**.
3. Press either **Dial** soft key to dial the number or **Option** soft key to add or delete the number.

**Note:** The Missed Calls icon (  ) 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 and the last incoming call will be dialed.

## Phonebook

### Access Phonebook:

1. Press **Contacts** fixed key, **Contact** soft key or **Menu** > **Phonebook** > **Local Contacts**.
2. Press 1 on keypad for Local Contacts then 1 again for All Contacts.
3. To dial an entry, press **Dial** soft key or pick up handset or press **Headset** or **Speaker**.

### Add new entry:

1. Press **Contacts** fixed 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.

## Enabling Wi-Fi

To enable WIFI for the ePhoneX, plug in the WIFI dongle, and via the phone menu go to **Menu** >> **Basic** >> **WLAN**. Toggle WLAN to Enabled then enter SSID and Password.

## Personalizing your ePhone

### Programming Feature/DSS keys from the Phone

1. Press **Menu** soft key.
2. Scroll to and select **Basic Settings** > **6 Keyboard** > **1 DSS Key Settings**.
3. Scroll to desired DSS key.
4. Drop down to the next line and 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 3-32 on page 3.

### 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** soft key. Scroll to and select **Basic**, then **6 Keyboard**.
2. Select **1 DSS Key Settings** and use the navigation keys to scroll to the desired side DSS key to program. Scroll down to **Type** then select **Memory** Key for an internal number or **DTMF** for an external number.
3. Enter the desired name and number and press **Save** soft key or **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 by dialing \*2.
2. Enter your password and **press #**. The system will say the number of messages.

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 part number is 5000-0919, you're on the ESI eSIP Evolution Series. If part number is 5000-0923, you're on the ESI eCloud PBX.



# Getting Started with the ESI ePhoneX™ and ePhoneX-1™ for ESI eSIP Evolution Series™ & ESI eCloud PBX™



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## Welcome to the ESI ePhoneX™

When your phone is idle, the **Home Screen** shows date/time & new voice mail message counts.

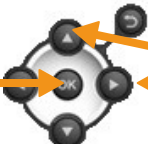
The left and right side of the screen displays a list of programmable feature/DSS keys. **There are 10 keys.**



The 4 keys along the bottom row are **Soft** keys.

OK key

Navigation keys



Call Forward		Mute	
Conference		Phonebook	
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 **Basic**. From there, you can program Screen Settings, 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. Press **line 2** DSS key or press Answer soft key.

To return to previous call:

1. Select **line 1** DSS key or select Resume soft key.

### 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).
3. To make a "blind" transfer, press **#**, **Dial**, **Transfer** key or **XFER** soft key and hang up or press **End** soft key.

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, select the number to transfer from the list, press **OK** 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** key or **Conf** soft key, 1st caller is put on hold.
2. Call the second participant and, when he/she answers, press **Conference** key or **Conf** 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 **Save**. Once enabled, the **Call Forward activated** icon will appear on the display (top right corner).
3. To disable call forwarding, select **Menu** soft key > Features > 1 Call Forward. Then select **Disabled** and save.

**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 **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 and say Mute to indicate that muting is enabled. 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 > Features > 4 DND.
2. Select the **Mode** and **Type**, and press **OK** soft key.

This sends incoming calls directly to voice mail. The **DND activated** icon will appear on-screen 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 Menu > Applications > 1 Voice Messages.
2. Select the line and press **Play** soft key or pick up the handset.
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: 2).

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 New VM icon ( ) will appear on the Home screen with 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.