



ESI eSIP Evolution Series

Extension User's Guide

This Extension User Guide explains all eSIP Evolution Series management menus available for Extension users. ESI's eSIP Evolution Series of IP PBX's provides Extension user accounts, which allow the Extension users to log in to an eSIP Evolution Series IP PBX using their own extension account. All the users can check their own voicemail, recordings and configure the Extension Settings after logging in to an eSIP Evolution Series IP PBX.

Note: This guide only describes the default settings available for Extension users. If the Administrator grants more user permissions for the Extension, please refer to the ESI eSIP Evolution Series Administrator Guide for more information



Contents

Extension User Portal	3
Getting To Know Your Desktop.....	4
The “Me” Icon	5
Extension Settings	5
User Information	5
Voicemail.....	5
Call Forwarding.....	6
Mobility Extension	6
Other Settings	6
Blacklist/Whitelist	7
Add Blacklist/Whitelist.....	7
Export Blacklist/Whitelist.....	8
Import Blacklist/Whitelist	8
1.2.3 CDR & One Touch Recording.....	9
Voicemail.....	10
1.2.5 Password Settings	10
Route Permission.....	11
Basic Calling.....	12
Making Internal Calls.....	12
Making Outbound Calls	12
Answering Calls.....	12
Call Transfer.....	12
Call Pick-up	12
Call Monitor	12
Advanced Calling Features	13
Voice Mail.....	13
Appendix A – Default Feature Codes	14

Extension User Portal

To log into the Extension User Portal, navigate to the ESI eSIP Evolution Series IP PBX URL. Default IP Address: <https://192.64.95.86:59088/> (check with your System Administrator if this IP address does not work. It may have been changed).

Log in with your ESI eSIP Evolution Series IP PBX Extension number and the password assigned by your system Administrator. The default password is “Pass” + “Extension number”. (i.e. Pass2019).

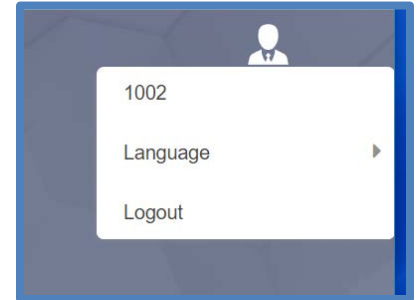


Note: If you cannot log in to the ESI eSIP Evolution Series IP PBX with your Extension number, please contact the Administrator to check your Username and Password.


Getting To Know Your Desktop

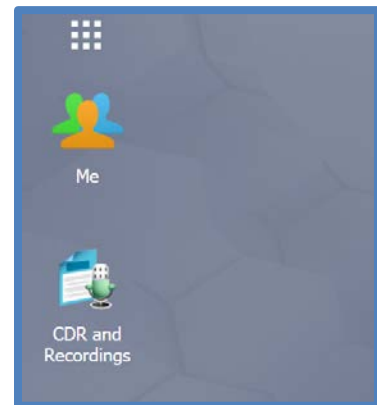
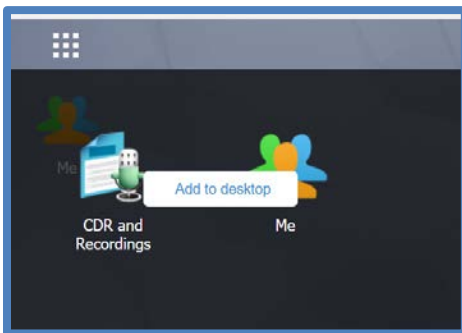
When you log in to the Extension User Web GUI, you will see the desktop. From here, you can do many things, such as manage your extension settings and check voicemail messages, CDR and recordings.

1. Click on the person icon in the upper right corner. It will display your User Extension Number, let you change the language, and enable you to log out of the GUI. (See screen capture).



Different User Permissions are defined by your System Administrator. Your assigned User Permissions will dictate what applications and options are available to you. This Extension Guide covers default settings only.

2. Click the  icon in the upper left corner. It will open a window with the available applications for your use within the GUI. Remember, you may not see them all if your User Permissions do not allow them.
3. Right-click an icon associated with an application and it will enable you to add it to your desktop. (To remove it from your desktop, right click the application icon).

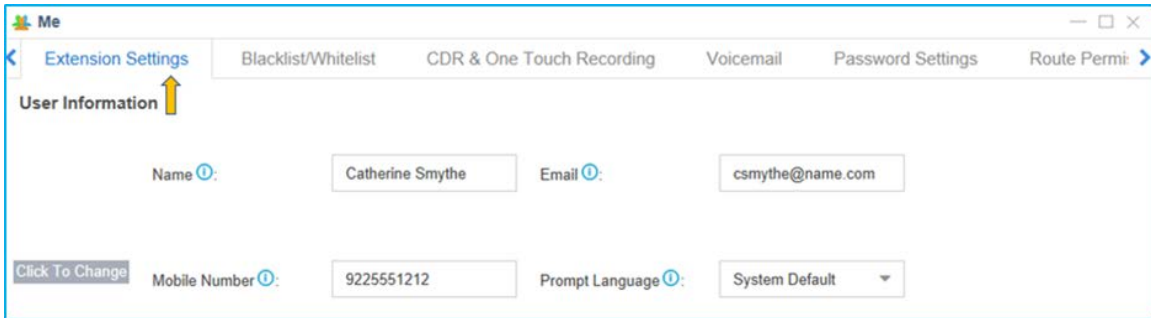


The “Me” Icon

On your Desktop, clicking on the “Me” icon () allows you to configure your Extension settings and check Voicemail box.

Extension Settings

User Information



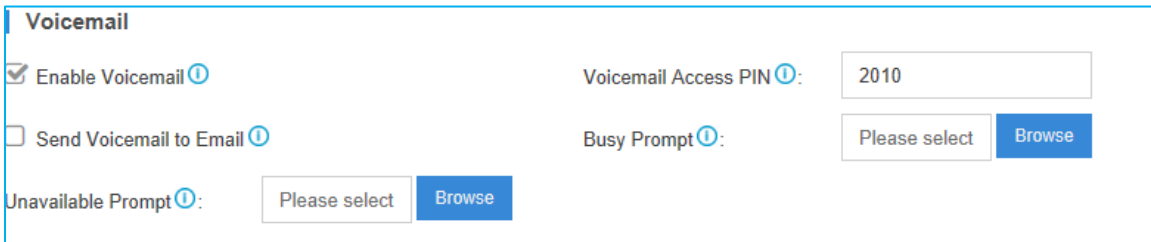
The screenshot shows a web interface for user settings. At the top, there's a navigation bar with tabs: 'Extension Settings', 'Blacklist/Whitelist', 'CDR & One Touch Recording', 'Voicemail', 'Password Settings', and 'Route Permi'. The 'Extension Settings' tab is active. Below the navigation bar, there's a 'User Information' section with a yellow arrow pointing to it. The form contains the following fields:

- Name:** Catherine Smythe
- Email:** csmythe@name.com
- Mobile Number:** 9225551212
- Prompt Language:** System Default (dropdown menu)

There is a 'Click To Change' button next to the Mobile Number field.

- **Caller ID Name:** Enter your name.
- **Email:** Enter your email address. Your email will be used to recover your password, receive forwarding voicemails, receive fax as an attachment and receive event notifications.
- **Mobile Number:** Enter your phone number. Your phone number can receive forwarded calls and event notifications.
- **Prompt Language:** Choose the prompt language. It will default to the System Default.

Voicemail



The screenshot shows the 'Voicemail' settings page. It contains the following options and fields:

- Enable Voicemail**
- Send Voicemail to Email**
- Voicemail Access PIN:** 2010
- Busy Prompt:** Please select (with a 'Browse' button)
- Unavailable Prompt:** Please select (with a 'Browse' button)

- **Enable Voicemail:** Check the box to enable the voicemail feature.
- **Voicemail Access PIN:** The password to enter the voicemail system.
- **Send Voicemail to Email:** Check the box to send voicemails to your email address.
- **Busy Prompt:** Select the greeting that will be played when the Extension is busy.
- **Unavailable Prompt:** Select the greeting that will be played when the Extension is unavailable.

Call Forwarding

Call Forwarding

Always ⓘ

No Answer ⓘ

When Busy ⓘ

- **Always:** Always redirect the call to the designated destination.
- **No Answer:** Redirect the call to the designated destination when it is not answered.
- **When Busy:** Redirect the call when the Extension is busy.

Mobility Extension

Mobility Extension

Ring Simultaneously ⓘ

Mobility Extension ⓘ: [Set Mobile Number](#)

Enable Mobility Extension ⓘ

- **Ring Simultaneously:** When the Extension has an incoming call, it rings the mobile number simultaneously.
- **Mobility Extension:** To make the system ring your mobile phone, a prefix matching the outbound route also needs to be entered.
- **Enable Mobility Extension:** If you enable this setting, when you call into the system with your mobile phone, the phone will have the same user permission with the desktop Extension. So, your mobile phone will be able to reach the other Extension, dial out with the trunk, and play voicemail.

Other Settings


Other Settings

Ring Timeout (s) ⓘ: DND ⓘ

Call Waiting ⓘ

- **Ring Timeout:** Customize the timeout in seconds. Phone will stop ringing over the time defined.
- **DND/Do Not Disturb:** When DND is enabled for the Extension, the Extension will be unavailable.
- **Send Email Notification:** When extension user password is changed.

Blacklist/Whitelist

On your Desktop, click on the “Me” icon () to configure your Blacklist and/or Whitelist. The Blacklist is used to block incoming and/outgoing calls. If the number of an incoming or outgoing call is listed in the number blacklist, the caller will hear the following prompt: “The number you have dialed is not in service. Please check the number and try again”. The system will then disconnect the call. The Whitelist is used to allow incoming and/or outgoing numbers.

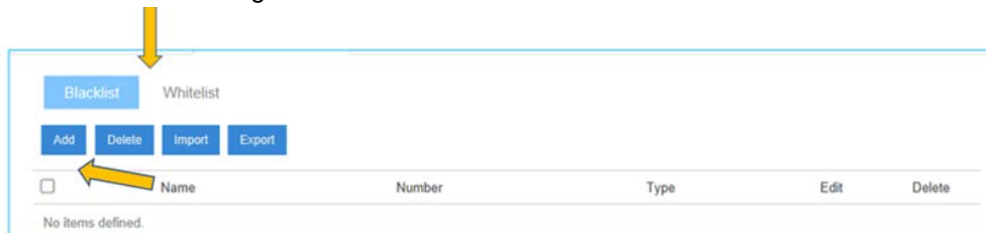


The system supports the option to block or allow three types of numbers:

- **Inbound:** The number would be disallowed or allowed to call in to the system.
- **Outbound:** Users are disallowed or allowed to call the number out from the system.
- **Both:** Both inbound and outbound calls are disallowed or allowed for a number.

Add Blacklist/Whitelist

Select either the Blacklist or Whitelist tag and click **Add** to add a number to the list.



Add Blacklist

Name:

Number:

Type:

- **Name:** Give a name for the blacklist/whitelist.
- **Number:** Enter the numbers. You can enter multiple numbers; one number per row.
- **Type:** Choose the type; Inbound, Outbound or Both.
- **Save/Cancel:** Click Save to save your changes or Cancel to cancel your changes.

Delete a Number

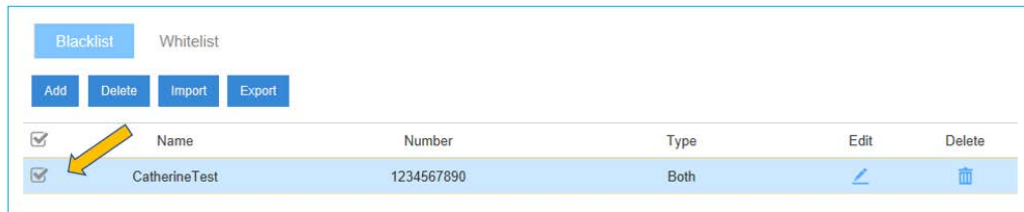
Check the box next to the number(s) to delete and click **Delete** .

Export Blacklist/Whitelist

Click **Export**



You will see a dialog box that shows all the Blacklist/Whitelist files you created (see example below). Click on the box next to the file you want to export. You can only export one file at a time. The file will export as a .csv file to a location you choose on your PC.

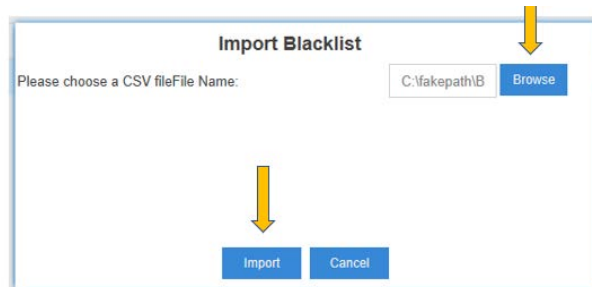


Import Blacklist/Whitelist

Click **Import**




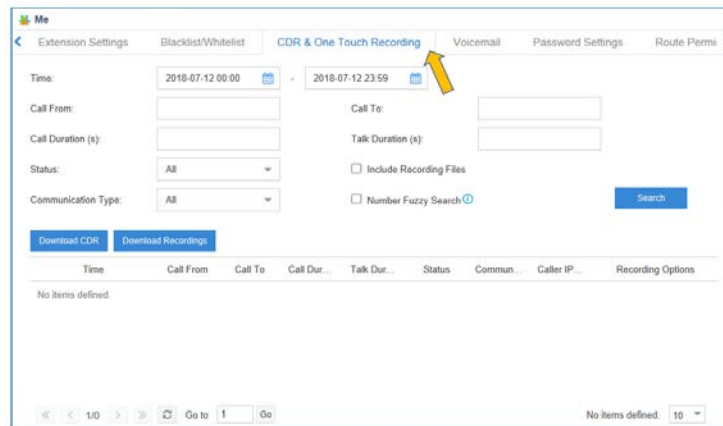
You will see the dialog box below.



Click **Browse** to select the file (must be a .csv file). Then click **Import** to upload.

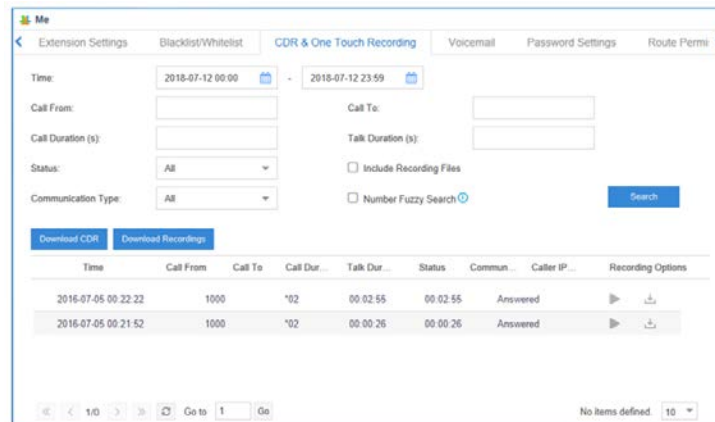
1.2.3 CDR & One Touch Recording

On your Desktop, click on the “Me” icon () to configure your CDR & One Touch Recording.



Here you can check call logs and recordings. You can run reports against the logs and filter the information on the following:

- Time
- Call From
- Call To
- Call Duration
- Talk Duration
- Status
- Include Recording Files
- Communication Type
- Number Fuzzy Search



You can perform the following operations on the filtered call report:

- Download Searched Result

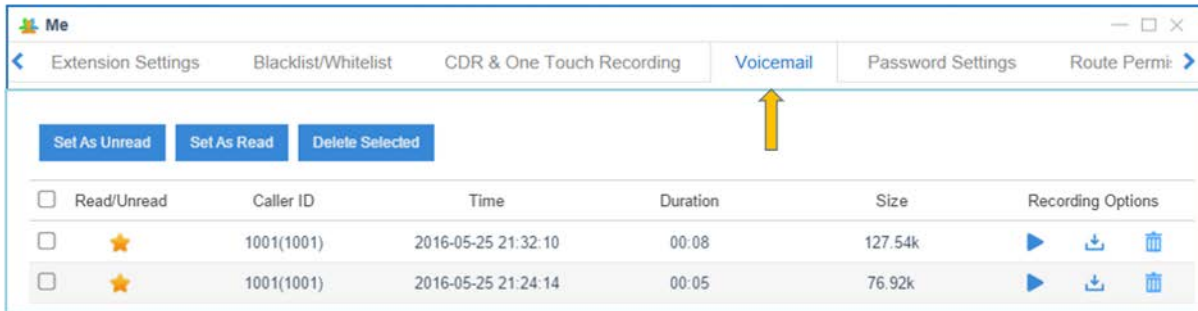
Click [Download CDR](#) to download the searched records.

- Download Recording File
- Click [Download Recordings](#) to play the recording file.

Note: by default, the Extension user has no permission to check the recording files.

Voicemail

On your Desktop, click on the “Me” icon () to configure your voicemail messages.






Voicemail Message Status

★ : Unread

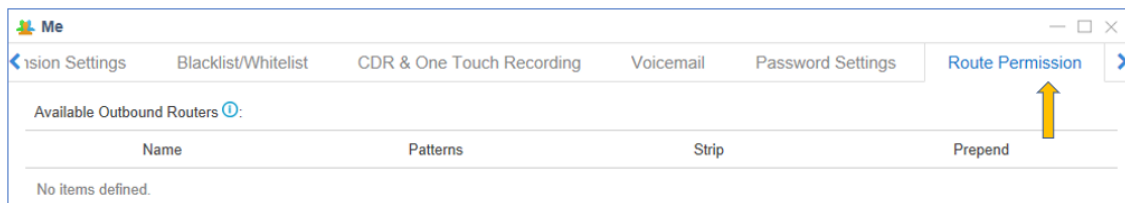
☆ : Read

Manage the Voicemail Messages:

- Click  to play the message.
- Click  to download the message file.
- Click  to delete the message.
- Click ★ or ☆ to switch the message status between Read and Unread.


1.2.5 Password Settings

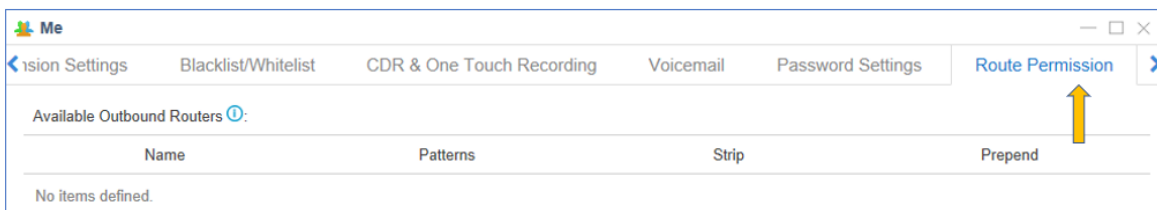
On your Desktop, click on the “Me” icon () to change the Extension login password.



First, type the old password. Then type the password twice to confirm.

Route Permission

On your Desktop, click on the “Me” icon () to see the available outbound routes that can be used by this extension.



- The Name column identifies the trunk(s) available, if any.
- Outbound calls that match entries in the Patterns column will use that outbound route.
 - The following characters have special meanings:
 - X matches the numbers 0-9.
 - Z matches the numbers 1-9.
 - N matches the numbers 2-9.
 - [12345-9] matches the numbers in the brackets (in this example, 1, 2, 3, 4, 5, 6, 7, 8, 9).
 - Wildcard "." matches anything remaining. E.g. "9011." matches anything starting with 9011 (excluding 9011 itself).
 - Wildcard "!" causes the matching process to complete as soon as it can unambiguously determine that no other matches are possible.
- The Strip column specifies the number of digits that will be stripped from the front of the dialed number before the call is placed. For example, if you must press 9 before dialing out, one digit will need to be stripped from the dial string before the call is placed through the carrier.
- The Prepend Column specifies digits that will be prepended to the dialed number before the call is placed. For example, if a trunk requires 10-digit dialing, but users would prefer to use 7-digit dialing, the 3-digit area code can be prepended to all 7-digit phone numbers before the call is placed through the carrier.
 - When using analog trunks, a "w" character indicates a slight delay before dialing the rest of the string on that trunk.
 - If there are no entries on this page, this Extension does not have the ability to dial out.

Basic Calling

Making Internal Calls

To make internal calls, pick up the phone and dial the other Extension's number. For example, to reach Extension 2019, dial 2019.

Making Outbound Calls

To place an outbound call, dial the number assigned by the Administrator to access outbound routes. Please contact the Administrator for details.

Answering Calls

To answer an incoming call, pick up the phone.

Call Transfer

There are 2 types of call transfer available: Blind Transfer and Attended Transfer. Users can activate call transfer by dialing the feature code during the call.

- **Blind Transfer**
Default feature code: *03
 1. Dial "*03" during the call;
 2. Dial the number of the extension you want to transfer the call to after hearing a prompt "transfer";
 3. The call will be transferred after the number is dialed.
 4. Hang up.
- **Attended Transfer**
Default feature code: *3
 1. Dial "*3" during the call;
 2. Dial the number of the extension you want to transfer the call to after hearing a prompt "transfer";
 3. Talk to the person to whom you are transferring the call.
 4. Hang up. The call will be transferred after hanging up.

Call Pick-up

Call Pickup is a feature that allows someone to answer another person's ringing phone. The feature is accessed by dialing call pickup feature code.

- **Group Call Pick-up:** The default feature access code for Group Call Pickup is *4. Press * 4 and the extension number of the phone which is in the same group as you are.
- **Direct Call Pick-up:** The default Direct Call Pickup (Extension Pickup feature code is *04). Dial *04 and the Extension number to pick up the call.

Call Monitor

Extensive: All the following three modes will be available to use.

- **Listen:** You can listen to the call but cannot talk (default feature code: *90).
- **Whisper:** You can talk to the Extension you're monitoring without being heard by the other party (default feature code: *91).
- **Barge-in:** You can talk to both parties (default feature code: *92).

To Call Monitor, you need to ensure that the target Extension you want to monitor is set up to be monitored. The Administrator should also select one Call Monitor mode for you. For example, if you have the permission to do “Listen” monitor and Extension 2019 is set up to be monitored, dial *902019 to monitor their calls.

Advanced Calling Features

- **Intercom:** To make an announcement to a specific Extension, dial *5 and the Extension number you want to call. For example, to make an announcement to Extension 2019, dial *52019.
- **Call Parking:** To put a call on hold and continue the conversation from another phone, dial *6 during the call, and the system will prompt that the call is parked at the Parking Extension Range (6900-6999).

Then you can resume the conversation on another phone by dialing the *6 and the appropriate Parking Extension Range number.

You can also do Directed Call Parking with feature code *06. For example, dial * 06 and the appropriate Parking Extension Range during an active call, and then resume the conversation on another phone by dialing the appropriate Parking Extension Range number.

- **One Touch Recording:** Dial *1 during the call to make one-touch record.

Voice Mail

Different ways to check your voicemail:

- From your own extension: dial *2.
- **From another extension:** dial *02 to enter the voicemail voice menu, then dial your Extension number and password to check your voicemail.
- **Email:** “Voicemail to Email” feature is enabled by default. If an email address is set, the voicemail will send to the email.
- **Web browser:** Log into the GUI with your Extension number and password.

Appendix A – Default Feature Codes

One Touch Recording	*1
Check Voicemail	*2
Voicemail for Extension	**
Voicemail Main Menu	*02
Attended Transfer	*3
Blind Transfer	*03
Call Pickup	*4
Extension Pickup	*04
Intercom	*5
Call Monitor - Listen	*90
Call Monitor -Whisper	*91
Call Monitor - Barge-in	*92
Call Parking	*6
Directed Call Parking	*06
Parking Extension Range	6900-6999
Enable DND	*74
Disable DND	*074
Private Call (Do not send Caller ID)	*67
CALL FORWARDING	
Reset to Defaults	*70
Enable Forward All Calls	*71
Disable Forward All Calls	*071
Enable Forward When Busy	*72
Disable Forward When Busy	*072
Enable Forward No Answer	*73
Disable Forward No Answer	*073