Call History

This presents a list of the last 1000 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 5000-0948, you're on an eSIP system. If 5000-0951, you're on an eCloud system.

Getting Started with the ESI ePhone4x V2™

for ESI eSIP Evolution Series™ & ESI eCloud PBX™

#0455-0292 Rev. A

Welcome to the ESI ePhone4x

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 9 keys per page (45 total)**.

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

Use the **Page-Jump** key to switch between the 5 DSS pages.

OK key

Navigation keys

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 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: 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 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.