

Voicemail



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ESI Quick Start Guide

IVX

To Access your Messages Internally:

- Press the **Blue Voicemail** Button, enter your password if that feature is enabled. If not just simply listen to your messages and follow the prompts afterward.

To Access your Messages Externally:

- Dial the main number.
- From the main greeting dial * and your extension. The voice prompt will guide you through your messages as it would internally.
- If the operator picks up, have them hit the **Blue Voicemail** Key and hang up, this will direct you to the main greeting. Press * and dial your extension.

To Change Your Greeting:

- Press one of the **Programmable** Keys that are programmed for IN—Greeting (1), Out—Greeting (2), Page—Greeting (3) and then press record.
- If there are no greeting **Station** keys programmed, press PROGRAM and “1.” This will allow you to change your personal greetings by selecting the greeting you wish to change (1, 2, and 3). Then press the # key to confirm.

To Change Your Password:

- To enter or change your mailbox password press the Program key and enter 5.

To Set Up Cell Phone Delivery:

- Press program key enter 6.
- To program phone delivery press 2.
- To enter phone number press 1 enter the telephone number and press # to save.



Telelink Communications, Inc.
397 Herndon Parkway, Suite 100
Herndon, VA 20170 (703)-674-5959

For additional information, visit our website
www.TelelinkCom.com

Basic

All ESI speakerphones enable you to place and receive calls without lifting the handset.

Placing an outside call:

- Pick up the handset or press speaker and dial **9** plus the phone number.

Placing an intercom call:

- Press the specified **Station Key**, or dial the extension number.

Answering a call ringing at your station:

- Pick up the **handset** or press speaker.

Answering a call ringing at another station:

- Press the star button (***P/UP**) and enter the ringing phone's extension number or press the station key.

Answering a second incoming call using Flash:

- While on the phone, hit the flash key, this will take you to the second call, press the **FLASH** key to return to the first call.

To Transfer a Call:

- While on an outside call, press the station key. If no station keys are available press transfer and dial the extension. You can announce the call or hang up. Pressing **FLASH** will bring the call back to you, hanging up will complete the transfer.

To Transfer to Voicemail:

- While on a call, press the **Blue Voicemail** key and then the station key, then hang up the phone.
- If no station keys are available press the **Blue Voicemail** key then the **TRANSFER** key and dial the **ext. #**. To skip the greeting and go to the record tone press 1.

Transfer a call to a guest mailbox:

- While on the phone, press the **Blue Voicemail** Button, then press the **TRANSFER** button, type the extension, then Hang Up.

Quick Page:

- With the caller on the phone press the quick page button then press the extension button or dial the extension and hang up. An announcement that goes across the phones speakers will page the person as long as the person being paged is in the directory.

Placing a conference call:

- While on a call, press **CONF** when hear the internal dial tone call another station or dial **9** for an outside line when the called party answers, press **CONF** again.
- Repeat the above steps to add lines to the conference (4 parties total including yourself).

To Place a call on Hold:

- While on the phone, press the **HOLD** key. Watch the display to see what line number you are placing on hold. The hold light is turned on at all phones which allows you to pick up the call from any station. To pick up the line press **HOLD**, and the line number.

To Place a call on Exclusive Hold:

- While on the phone, press and hold the **HOLD** key until the display shows the words exclusive hold.

To Use the DND Feature:

- When you do not wish to be disturbed press the **MUTE/DND** button this can only be done when the phone is idle and will send calls directly to voicemail.
- To deactivate this feature simply push the **MUTE/DND** button again.

To Program a Personal Speed Dial:

- Press the **ESI-DEX** button, press button under **PER** (Personal) in display, enter name using dial pad to spell the name (pressing **#** after each letter) To add a space in between first and last name press the 1 four times. Press **#** to complete name, in the empty space on the display screen dial 9 + the phone number and press **#**.

Changing my ring volume:

- Press **PROGRAM** button, press option 4, press option 2 then adjust the volume using the **▼** and **▲** keys.

How do I record a call:

- While on an outside call press the **RECORD** button. If this recording is for another employee, you can press their station key and the recording will be transferred to their mailbox.
- To stop the recording hit the **RECORD** button again or simply hang up.

How to Set the Call Forward Number:

- Press the **CFWD** key, enter the forwarding number (do not forget the "9"). Press **#** (calls will be forwarded).
- To deactivate the call forwarding feature, Press the **CFWD** Key, hit the ***** key, Message will say **CFWD Cancelled**.

How to Use the Help key and Help/3 feature:

- Press the **HELP** key, press "1" for basic functions, press "2" for voicemail functions, press "3" for button features (press any button and it will tell you what that button does), and press "4" for a 45 minute tutorial of the whole system.

Using Redial:

- Press redial to redial the last outside number dialed. If you have caller id press redial while listening to a voice mail message to automatically return the call.

Release Key:

- Allows you to drop a call without replacing the handset.

To Page:

- To page through all available stations, press **#** (page key) and enter 0.

Call Waiting:

- If you receive a second call while on a call you will hear a tone in your earpiece and the bottom line of your display will indicate that a call is waiting. You can ignore the call waiting or you can toggle between the two callers by pressing flash. To drop either call press release.

Call Monitor:

- This button must be enabled before the telephone call comes in. It allows you to hear a caller leaving a message in your mailbox. If you want to intercept the call lift the handset.

Virtual Answer:

- To program this button press the virtual answer button and press the record button. Record your message, when pressed while you are on the phone this will tell the caller you want to speak to them and ask them to remain on hold. It will also give them the option to press 1 and go directly to your voicemail.

Program a DSS (extension button)

- Press the program button and enter 2.
- Press a blank button (it will start to flash).
- Enter the extension number you want to program.
- Press the blank button again.

Voice Over:

- Press the voice over button and press the extension button this will allow you to interrupt the caller to announce they have another call waiting. It only allows brief interruptions.