


## Call history

This presents a list of the last 100 dialed, answered, and missed calls to/from your extension.

1. Press **History** soft key, **Up** navigation key or **Menu** soft key > 6 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 > 4 Delete > **Yes** soft key to remove the call record.

**Note:** The **Missed Call(s)**  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 key will stay lit (red) during an active call. The key will flash (yellow) when a call is on hold.

## Redial

1. Press **Redial** key .
2. Scroll to the desired call.
3. Press **Dial** soft key or pickup handset or press **Headset** key  or **Speaker** key .

## Phonebook

### Access phonebook:

1. Press **Dir** soft key
2. Select Contacts (Press **1** on keypad, **Enter** soft key, or **OK** navigation key).
3. To dial an entry, press **Dial** soft key or pickup handset or press (headphone icon) or (speaker icon).

### Add new entry:

1. Press **Dir** soft key > 1 Contacts > Press Add.
2. Enter name and number and press **Save** 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 phone

### Programming feature/DSS keys from the Phone

1. Press **Menu** soft key
2. Scroll to and select 3 Settings > 1 Basic Settings > 1 Keyboard > **1 DSS Key Settings**
3. Scroll to and choose (**Enter** soft key or **OK**) the desired DSS key (1-28).

**Tip:** Programmable keys start with key number **1** at the top-left corner on page 1; top to bottom, left to right ending with key 28 on the fourth page.

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 **Save** or **OK**.


### 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 **5 Phonebook**, then **6 Speed Dial**.
2. Scroll to and select (**OK** navigation key or **Edit** soft key) the desired key to program.
3. Enter the desired name and number and press **Save** soft key or **OK**.

### Voicemail 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 and you will **Dial 0** for Mailbox Options.
  - a. Dial 1 – Record your Unavailable Message.
  - b. Dial 2 – Record your Busy Message.
  - c. Dial 3 – Record your Name.
  - d. Dial 4 – Record your Temporary Greeting.
  - e. Dial 5 – Change your Password.
  - f. Dial \* – Return to the Main Menu.

## Adjusting Phone Preferences

Press **Menu** soft key then scroll to and select **3 Settings > 1 Basic Settings**. From there, you can program Display Energysaving Sleep Time, Ring Settings, Voice Volume and more.



# Getting Started with the ePhone3x



## Welcome to the ePhone3x



## Let's Get Started!

### Language setting

1. Press **Menu** soft key > 3 Settings > 1 Basic Settings > 7 Language.
2. Select the desired language and press **Save** soft key.

### 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:** Step 1 and 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 you to the call through your headset.

If auto-answer is enabled, you'll automatically connect to the inbound internal call through the speaker.

### 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 button
2. Bottom left soft key/button changes
3. Select **Answer**

To return to previous call:

1. Press Line 1
2. Bottom left soft key/button changes
3. 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).
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 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.

### Call Park

Similar to Hold, a call park places a call in a holding state but can be picked up from any phone on the system.

Press **Park** DSS key to place the call on park. An announcement will state which park the call is on (i.e., 10, 11).

To retrieve the parked call, dial the park number then **#**. (i.e. 1 0 #, 1 1 #) and you'll be connected to the call.

### Three-way conference

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.

Call the second participant and, when he/she answers, press **Conference** key or **Conf** soft key. This will join all three participants (counting you).

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 > 2 Features > 1 Call Forward. Then select **Disabled** and save.

**Note:** Unconditional forward is synonymous to Call Forward Always.

### Mute/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 muting, press **Mute** key again. (The phone will automatically disable muting 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 > 5 DND.
2. Select the **Mode** and **Type**, and press **Save** soft key.

This will send incoming calls directly to voice mail. The **DND activated** icon will show on the screen's display to indicate that DND is enabled. To disable DND mode, repeat the above steps.

### Voice mail

1. To access your new or old voice messages, press **Voice mail** key or Menu > 4 Applications > 3 Voice Messages.
2. Select the line and press **Dial** soft key to call.
3. When you hear the prompt, enter your password and then press **#**. The system will tell you how many messages you have. (Additionally, this information is displayed on your LCD screen – i.e. MWI: 2).
4. 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 Messages** 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/out

This feature allows an agent to log into and out of an automatic call distribution (ACD) queue to manage incoming calls.

1. To log in, press **preprogrammed** DSS key.
2. To log out, press **preprogrammed** DSS key again.