Voice mail

TELELINK
COMMUNICATIONS INC.

ESI
Quick Start
USER Guide

To check voice mail internally:

- Press the **BLUE VOICE MAIL** key, then enter your password (if prompted).

To check voice mail remotely:

- Dial the MAIN number (or backdoor number).

- From the main greeting press ***** immediately followed by your 3-digit extension number. If calling your direct dial number press **8** when you hear your personal greeting. When transferred to the MAIN greeting, press ***** immediately followed by your 3-digit extension number. Enter a password if prompted.

- If your call is answered live, have the user press the **BLUE VOICE MAIL** key (on any phone) and hang up. This will direct you to the main greeting. Then simply follow the instructions above.

To re-record your personal greeting:

- Press one of the **Programmable** keys if programmed (i.e. PG1, PG2, INGtg, OUTgts, etc.) followed by the **RECORD** key **OR** press the **PROGRAM** key followed by **1** and follow the built-in tutorial.

To change your voice mail password:

- Press the **PROGRAM** key then press **5**, and follow the tutorial.

- After creating a password you need to press **PROGRAM** and **5** again, and select Option 4 to enable your password.

- The system will prompt you for the security level (internal only, external only or all)

Using voice mail

- **Press 1** to pause a message. Pauses for one minute or until pressed again.

- **Press 2** to toggle the display between time/date and Caller-ID (if programmed).

- **Press 3** to reply to an internal voice mail message.

- **Press 4** to rewind a voice mail message — 4 seconds for each time pressed.

- **Press 5** to fast forward a voice mail message — 4 seconds for each time pressed.

- **Press 6** to move a copy of a message to another user's mailbox. To add a comment, press **1**.

- **Press 7** to delete a message.

- **Press 9** to save a message. Pressing **99** saves the message as new message.

To empty your message recycle bin

- **Press the PROGRAM** key followed by **9** then follow the system prompts to delete, skip or restore deleted messages/recordings.

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Basic Functions

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

To place an outside call:

- Lift the handset or press the **SPEAKER** key. Dial **9** plus the phone number. (OR press a LINE key if programmed on your phone).

To intercom another station:

- Press the specified **STATION KEY**, or dial the 3-digit extension number.

To answer an incoming call at your station:

- Pick up the handset or press the speaker key.

To answer a call ringing at another station:

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

To answer a second incoming call using Flash:

- While on the phone, press 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 to another station:

- While on an outside call, press the station key, or dial 9 to transfer the call off site. If no station keys are available press transfer and dial the 3-digit extension number. 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 a call directly to voice mail:

- While on a call, press the **BLUE VOICE MAIL** key followed by the station key or the 3-digit mailbox number, then hang up.

To transfer a call to a guest mailbox:

- While on the phone, press the **BLUE VOICE MAIL** key, enter the 3-digit mailbox number, then hang up.

To change incoming ring volume:

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

To place a conference call:

- While on a call, press the **CONF** key then dial another station or dial **9** for an outside line and dial the number. When the called party answers, press **CONF** again to connect all parties.

- Repeat the above steps to add additional parties conference call (NOTE: System limitations vary for how many total parties including yourself can be joined.)

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 activated at all stations. To retrieve the call from any station, press the **HOLD** key followed by the **line** number. (if your phone has line appearance keys, just press the flashing line key)

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. (NOTE: Only that extension can retrieve the call).

To use the DND Feature:

- When you do not wish to be disturbed, press the **MUTE/DND** key. This can only be done when the phone is idle and will send calls directly to voice mail.

- To deactivate this feature simply push the **MUTE/DND** key again.

- When on a call, pressing the **MUTE/DND** button will mute your voice to your caller. Press a 2nd time to unmute.

To program a personal speed dial:

- Press the **ESI-DEX** key. Press key 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 key four times. Press # to complete name. In the empty space on the display screen, dial 9 + the phone number and press **#.**

- To delete a personal speed dial, find the one you want to delete and then press *****

- On the 24-key phones — to switch between personal and system speed dials, press the **ESI-DEX** key twice.

To record a call:

- While on an outside call, press the **RECORD** key. The recording will appear in your voice mail ox. (NOTE: Recording time will vary. Recording will only take place when the **RECORD** key is illuminated. You can continue to record by pressing the **RECORD** key again.)

- To stop the recording press the **RECORD** key again or simply hang up.

To call forward a station:

- Press the **CFWD** key followed by **9** and the phone number or the 3-digit station number. Press **#** when done. Display will show that the station is call forwarded.

- To remove call forwarding, press the **CFWD** key followed by *****.

Using the Help key and Help/3 feature:

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

Using Redial:

- Press **REDIAL** to redial the last number dialed. If you have Caller ID, you may press **REDIAL** while listening to a voice mail message to automatically return the call.

Release Key:

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

Page All:

- To page through all available stations, press **#** then **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 feature 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 voice mail, lift the handset and you will be connected to the caller.

Virtual Answer:

You will need a Virtual Answer button programmed on your phone by your installer. Virtual Answer plays a greeting you record alerting an incoming caller that you will be with them momentarily instead of them going to your voice mail).

- To record the greeting that plays, press the **VIRTUAL ANSWER** key, then press the **RECORD** key. Record your message. Press this key when you are on a call and the second caller will hear your recorded greeting and give the caller the option to press 1 to go directly to your voice mail or remain on hold.

To program a programmable feature key:

- Press the **PROGRAM** key, then press **2**.

- Press a blank key (the key will start to flash).

- Enter the desired 3-digit extension number or 3-digit code for a special feature.

- Press the SAME blank key again to confirm the entry. (Shortcut is to press and hold the blank key to be programmed and continue with steps 3 and 4 above)

Voice Over:

- If programmed, a Voice Over key allows you to interrupt another station with an announcement not heard by an outside party. This will only allows brief interruptions.

For service:

Call 703-674-5959 or email Service@TelelinkCom.com