Getting started with your new phone

Placing an external call
1. Lift the handset or press SPEAKER (or HEADSET*). If auto-answer is enabled, you’ll automatically connect to the inbound call through the speaker. When using a Bluetooth headset, the answer button on some headset models can be used to answer incoming calls.

Answering a call
Lift the handset, or press SPEAKER (or HEADSET*). When the phone is idle, press MUTE/DND to indicate that DND mode is enabled. To disable DND mode, press MUTE/DND again.

Connecting to a second inbound call
If you receive a second call while you’re on an active call, the display will show “Incoming” and you’ll hear a beep, indicating the new call.

To switch between active calls, press HOLD (or the applicable line key).

Call transfer
1. While on an active call, press TRANSFER.
2. Dial the number to which you want to transfer the call (or press a programmable feature key to which that number has been assigned) and then press #.
3. To make a “blind” transfer, hang up immediately. To make a supervised transfer, wait for the call to be answered by the transfer-to destination. After confirming that the transfer-to destination will accept the call, simply hang up to complete the transfer.

To cancel the supervised transfer and return to the initial caller, press TRANSFER again.

* The HEADSET key is supported in only the ESI 45SIP and must be assigned to one of the phone’s programmable feature keys.

Key system features

Some keys mentioned herein may need to be assigned to a programmable feature key, depending on the ESI SIP phone you’re using. It’s also possible that not all features mentioned are available on the system you’re using. For more details, consult your System Administrator.

Three-way conference
1. Call the first participant of the conference call and, when he/she answers, place him/her on hold.
2. Call the second participant and, when he/she answers, press CONF. This will join all three participants (counting you).
3. To end the three-way conference call, hang up.

Call forwarding
1. Press CFWD.
2. Enter the internal or external destination number.
3. Press CFWD once more to confirm your entry, or wait 30 seconds for the phone to set the call-forward destination automatically.

During the call, the display will indicate the line being used and the dialed number.

To switch between active calls, press HOLD, or press HEADSET to disable MUTE.

To cancel the supervised transfer and return to the initial caller, press TRANSFER again.

Note: For voice mail programming details, refer to the ESI SIP Phone User’s Guide (ESI 0450-1126).

Intercom
To send a quick announcement to someone without ringing his/her phone, press the assigned INTERCOM key (a programmable feature key to which the intercom function has been assigned) and enter the extension you want to call. If the other user’s phone is idle, it will auto-answer via the speakerphone.

Agent log-in/log-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 AGENT LOGIN/OUT. The key lights solid green and “Agent Logged In” appears in the display.
2. To log out, press AGENT LOGIN/OUT again.

Call queue
These keys can be assigned to call queues in the system during programming. When a key is assigned as a CALL QUEUE key, it will light right to indicate that an active call is in the assigned CALL QUEUE. Pressing the key will place a call to the assigned CALL QUEUE.

Call history
This presents to your extension a list of the last 200 dialed, answered, and missed calls. (A missed call is an unanswered inbound call, to an extension, in which the caller dialed, answered, and missed calls. A missed call is an unanswered inbound call, to an extension, in which the caller dialed, answered, and missed calls.)

To view, search, add, or delete user contacts, press CONTACTS.

Contacts
The CONTACTS key is a fixed feature key on the ESI 45SIP but only a programmable feature key on the ESI 30SIP.

To view, search, add, or delete user contacts, press CONTACTS.

To dial a contact directly:
1. Press CONTACTS.
2. Scroll to and select either View or Search.
3. Scroll to the desired number and press Dial.

Adding new contacts
1. Press CONTACTS and then select New. This presents Name, Number, Account, and Save options.

2. Select Name and use the phone’s alphanumeric keypad to enter letters and numbers.

Tip: Capital and lower-case letters are supported via multiple keypresses. Press 1 to enter special characters — @ (fat), : (colon), _ (underscore), – (dash), and / (forward slash). To insert a period/dot, press the # key.

3. Press SELECT to complete the name entry, which will return you to the previous menu.

4. Scroll to choose the number or optional account selections, and press SELECT to confirm these changes.

5. Scroll to and select Save to complete this process. You also can choose to save when you finish all programming changes; you’ll be prompted to choose Yes or No before exiting the menu.

Deleting contacts
1. Press CONTACTS, scroll to Delete, and press SELECT.
2. Scroll to the desired contact and press SELECT.
3. Scroll to select Yes or No, and press SELECT.

Status indicator
The red status indicator at the phone’s top-right corner flashes to indicate that you have either a new incoming call or a new voice mail message. It will stay lit during an active call.
Personalizing your phone with programmable keys

General information on programming keys

1. Access the menu by pressing MENU/EXIT.
2. Scroll to Phone Settings and press SELECT.
3. Scroll to Prog Feature Key and press SELECT.

Tip: On the ESI 30SIP, programmable keys start with key number 1 at the top-left corner moving left to right, top to bottom, and ending with key 12 in the lower-right corner. On the ESI 45SIP, programmable keys start with key number 1 at the top and end with key number 16 at the bottom.

4. Scroll to choose the desired key type (Lines, Features, or Speed Dials) and press SELECT. (For specific information regarding speed-dial numbers, refer to “Programming a speed-dial key,” below.)
5. Scroll to and select Save to complete the process. You also can choose to save when you finish all programmable changes; you’ll be prompted to choose Yes or No before exiting the menu.

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/EXIT. Scroll to and select Phone Settings, then Prog Feature Key.
2. Scroll to the desired key number to program, and press SELECT.
3. Scroll to choose the number and to set the account to be used when calling the assigned number. Press SELECT to confirm these changes.
4. To reset the selected key, choose Reset in the key programming menu.
5. Scroll to and select Save to complete this process. You also can choose to save when you finish all programmable changes, which you do by pressing MENU/EXIT a few times; you’ll be prompted to choose Yes or No before exiting the menu.

Adjusting device settings

For each of the following, press MENU/EXIT, then scroll and press SELECT. Choose Phone Settings and then Device Settings. From there, proceed as directed.

Auto-answering

When this is enabled, all calls sent to your phone will automatically be answered via the speakerphone.

1. Choose Auto Answer and press SELECT.
2. Scroll to choose Enable or Disable.
3. Press SELECT to confirm the change.

Backlight timeout

1. Scroll to Backlight Timeout and press SELECT.
2. Scroll to choose how long, in seconds, the display backlight should stay on before turning off.
3. Press SELECT to confirm the change.

Ringtone

This setting is available for only the ESI 45SIP.

1. Scroll to Ringtone and press SELECT.
2. Scroll to choose the desired ringtone.
3. Press SELECT to confirm the change.

Missed-call message

When this is enabled, the display will indicate the number of missed calls since the call history was last reviewed.

1. Scroll to Missed Call Message and press SELECT.
2. Scroll to choose Enable or Disable.
3. Press SELECT to confirm the change.

Connect a Bluetooth Headset

Your ESI 45 BT SIP phone has the ability to connect with many standard Bluetooth Headsets. For a list of supported manufacturers or models, visit support.esi-estech.com and search our product knowledgebase. To access the programming below, press MENU/EXIT, the scroll and press SELECT. Choose Phone Settings and then Bluetooth. From there, proceed as directed.

Enable Bluetooth

1. Choose Settings and press SELECT.
2. Choose Turn on or off and press SELECT.
3. Choose Enable and press SELECT twice to enable and confirm.
4. The phone will now reboot with Bluetooth enabled.

Enable Bluetooth

1. Choose Pair Headset and press SELECT.
2. Press SELECT to delete any existing headset information.
3. If this is your first headset to connect, proceed to the next step.
4. Enable pairing mode on your headset and press SELECT.
5. After scanning for headsets a list is shown. Use the UP and DOWN keys to choose your headset name from the list and press SELECT.
6. If your headset requires a Pin Code other than 0000, enter the code and press SELECT.
7. Your headset will now be connected. If an error occurs, choose Yes and press SELECT to try connecting again.

Web-based phone programming

There are two ways to access Web-based programming of your phone, depending on the system to which your phone is connected:

• The user dashboard used with ESI Cloud Services, accessible via the Internet. This provides a more seamless programmable experience that we call ESI Intelitouch™.
• The Web programming tool used with ESI’s IP Server 900 or a third-party IP-based PBX, accessible from anywhere on your organization's local area network (LAN).

Each method is supported by the Internet Explorer, Chrome, Firefox, and Safari Web browsers.

Connecting to the user dashboard

Remember, this is available only if your phone is connected to ESI Cloud Services.

1. In your Web browser, open a new window or tab.
2. Go to my.esihs.net in the window or tab you opened in the previous step.
3. Enter your USERNAME and PASSWORD provided by your System Administrator.
4. To access the user dashboard, click LOG IN. Once inside the user dashboard, you can (and should) change the PASSWORD attribute in programming. (The USERNAME attribute is fixed.)

Connecting to the Web programming tool

1. Connect your phone to your organization’s LAN.
2. Obtain the phone’s IP address from either the phone itself or your System Administrator.
3. Here’s how to obtain the IP address from the phone:
   a. When your phone is idle (you’ll see the date and time in the top row of the display), press MENU/EXIT.
   b. Scroll to and select System.
   c. Scroll to and select Network.
   d. Scroll to LAN IP Address. This will display the phone’s IP address.
4. Open a new window or tab in your Web browser.
5. In the Web browser’s address bar, type: http://<IP address>:8000
   . . . where <IP address> is the phone’s IP address that you obtained in step 2. Then, press Enter on your PC’s keyboard. The browser will take you to your phone’s login page. The default login information is:
   User name — user
   Password — 1234
   You can (and should) change the user name and password in programming.

Some features described herein either may not be available or may not have been activated on your ESI service. For more details, consult your System Administrator.

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