

**ESI User Final Exam**

Name \_\_\_\_\_

Date \_\_\_\_\_

Score \_\_\_\_\_

1. To **transfer** a call *simply* press the appropriate \_\_\_\_\_ key. If you don't have a name key, press \_\_\_\_\_ and the extension \_\_\_\_\_.
2. To **store a name and number** in your personal phone book while on a call press the \_\_\_\_\_ key.
3. To **record** a call press the \_\_\_\_\_ key
4. To **listen** to a recording or voice mail press the blue \_\_\_\_\_ key.
5. Voice Mail commands:
  - a. Pause/Unpause \_\_\_\_\_
  - b. Rewind 4 seconds \_\_\_\_\_
  - c. Fast Forward 4 seconds \_\_\_\_\_
  - d. Delete a message \_\_\_\_\_
  - e. Save a message (as old) \_\_\_\_\_
  - f. Save a message (as new) \_\_\_\_\_
  - g. Reply to a memo \_\_\_\_\_
  - h. Move a message \_\_\_\_\_
6. To **move a message to another voice mailbox** press \_\_\_\_\_ followed by the \_\_\_\_\_ key.
7. To **transfer a call directly to voice mail** press the blue \_\_\_\_\_ key followed by the \_\_\_\_\_ key.
8. To **record a call directly into another voice mail box** press the \_\_\_\_\_ key followed by a \_\_\_\_\_ key.
9. To **record a memo to yourself** press the \_\_\_\_\_ key.
10. To **send a memo to someone else** press the blue \_\_\_\_\_ key followed by a \_\_\_\_\_ key. To **skip to the beep** press the \_\_\_\_\_ key.
11. To **reply to a memo** while listening to the memo press the \_\_\_\_\_ key.
12. To **retrieve an attempted transferred call** press the \_\_\_\_\_ key again or press the flash key.
13. To **pick up a call ringing on another phone** press the \_\_\_\_\_ key followed by the \_\_\_\_\_ key. The ringing phone will be visible on my phone as a \_\_\_\_\_ red button associated with the name key.
14. To **place a call on hold** press the red \_\_\_\_\_ key.
15. To **pick up a call on hold** press the red \_\_\_\_\_ key followed by the \_\_\_\_\_ of the line the call is holding on.
16. To **page** press the \_\_\_\_\_ key.
17. To **quick page** press the \_\_\_\_\_ key followed by the \_\_\_\_\_ key. (This feature is not available on the 56s)
18. To **make an outside call** press \_\_\_\_\_ first to get an outside line.
19. To **make a conference call** - while on a call, press the \_\_\_\_\_ key, press a \_\_\_\_\_ key or dial \_\_\_\_\_ and a \_\_\_\_\_ and then press the \_\_\_\_\_ key again. This will complete the conference. To add another party press the \_\_\_\_\_ key, press a \_\_\_\_\_ key or dial \_\_\_\_\_ and a \_\_\_\_\_ and then press the \_\_\_\_\_ key again. This will complete a four party conference. To record this conference call press the \_\_\_\_\_ key.

20. To **record a personal greeting** press the \_\_\_\_\_ key followed by the \_\_\_\_\_ key. When finished recording press the \_\_\_\_\_ key.
21. **Personal greeting two** can reach you on an external phone number. To program in that number press \_\_\_\_\_, \_\_\_\_ \_\_ \_\_\_\_. Caller must hit \_\_\_\_ to be transferred.
22. **Personal greeting three** can place the caller on hold and \_\_\_\_\_ you throughout the building speakers. Caller must hit \_\_\_\_ to activate the page.
23. To **record a virtual answer greeting** press the \_\_\_\_\_ key followed by the \_\_\_\_\_ key. When prompted press the \_\_\_\_\_ key to begin recording. Press the \_\_\_\_\_ key when finished.
24. To **view the call log** press the \_\_\_\_\_ key and scroll through the incoming calls using the \_\_\_\_\_ keys. The call log contains the last \_\_\_\_ incoming calls to your station.
25. The **monitor** key is comparable to \_\_\_\_\_.
26. Pressing **Mute/Do not disturb**, will \_\_\_\_\_ my microphone while on a call or when not on a call sends all calls straight to \_\_\_\_\_.
27. To **forward an extension to another extension** press the \_\_\_\_\_ key followed by a \_\_\_\_\_ key.
28. To **cancel call forward to another extension** press the \_\_\_\_\_ key and release.
29. To **forward an extension to an outside phone** number press the \_\_\_\_\_ key followed by \_\_\_\_\_, and the \_\_\_\_\_.
30. To **cancel call forward to an outside number** press the \_\_\_\_\_ key followed by \_\_\_\_, then release.
31. To change your **extension settings** press program, then option \_\_\_\_.
32. To change your **extension ringing** press program, then option \_\_\_\_.
33. To set your **password** press program, then option \_\_\_\_\_. (After setting password, remember to set the password level to remote calls only or all calls)
34. To set up **notification** press program, then option \_\_\_\_\_. (After entering the phone and/or pager number remember to set password level to urgent calls or all calls.)
35. To **check your voice mail from a remote location** call into your office, while listening to the automated attendant press \_\_\_\_\_ followed by your \_\_\_\_\_. If you are answered by a live person have the person press the blue \_\_\_\_\_ key to send you to the automated attendant. Then you may follow the above instructions.
36. To **transfer a call to an outside line** press the \_\_\_\_\_ key followed by \_\_\_\_\_, and the telephone number.

For the help desk or service call 405-840-4100 or 1-800-460-4100

OR

**Press your help key!**

# Diverse CTI

computer telephone integration

## ESI User Final Exam Answer Key

Name \_\_\_\_\_

Date \_\_\_\_\_

Score \_\_\_\_\_

1. To **transfer** a call *simply* press the appropriate name key. If you don't have a name key, press transfer and the extension number.
2. To **store a name and number** in your personal phone book while on a call press the ESI-DEX key.
3. To **record** a call press the record key
4. To **listen** to a recording or voice mail press the blue voice mail key.
5. Voice Mail commands:
  - a. Pause/Unpause 1
  - b. Rewind 4 seconds 4
  - c. Fast Forward 4 seconds 5
  - d. Delete a message 7
  - e. Save a message (as old) 9
  - f. Save a message (as new) 99
  - g. Reply to a memo 3
  - h. Move a message 6
6. To **move a message to another voice mailbox** press 6 followed by the name key.
7. To **transfer a call directly to voice mail** press the blue voice mail key followed by the name key.
8. To **record a call directly into another voice mail box** press the record key followed by a name key.
9. To **record a memo to yourself** press the record key.
10. To **send a memo to someone else** press the blue voice mail key followed by a name key.
11. To **reply to a memo** while listening to the memo press the 3 key.
12. To **retrieive an attempted transferred call** press the name key again or press the flash key.
13. To **pick up a call ringing on another phone** press the \* (pickup) key followed by the name key. The ringing phone will be visible on my phone as a flashing red button associated with the name key.
14. To **place a call on hold** press the red hold key.
15. To **pick up a call on hold** press the hold key followed by the number of the line the call is holding on.
16. To **page** press the # 0 key.
17. To **quick page** press the quick page key followed by the name key.  
(This feature is not available on the 56s)
18. To **make an outside call** press 9 first to get an outside line.
19. To **make a conference call** - while on a call, press the conf key, press a name key or dial 9 and a number and then press the conf key again. This will complete a three party conference.  
To add another party press the conf key, press a name key or dial 9 and a number and then press the conf key again. This will complete a four party conference. To record this conference call press the record key.
20. To **record a personal greeting** press the greeting key followed by the record key. When finished recording press the 1 key.
21. **Personal greeting two** can reach you on an external phone number. To program in that number press program, 6 2 1. Caller must hit 4 to be transferred.
22. **Personal greeting three** can place the caller on hold and page you throughout the building speakers. Caller must hit 3 to activate the page.

23. To **record a virtual answer greeting** press the virtual answer key followed by the record key. When prompted press the 1 key to begin recording. Press the 1 key when finished.
24. To **view the call log** press the call log key and scroll through the incoming calls using the arrow (scroll) keys. The call log contains the last 25 incoming calls to your station.
25. The **monitor** key is comparable to answering machine mode.
26. Pressing **Mute/Do not disturb**, will mute my microphone while on a call or when not on a call sends all calls straight to voicemail.
27. To **forward an extension to another extension** press the CFWD key followed by a name key
28. To **cancel call forward to another extension** press the CFWD key and release.
29. To **forward an extension to an outside phone** number press the CFWD key followed by 9, and the telephone number.
30. To **cancel call forward to an outside number** press the CFWD key followed by \*, then release.
31. To change your **extension settings** press program, then option 3.
32. To change your **extension ringing** press program, then option 4.
33. To set your **password** press program, then option 5. (After setting password, remember to set the password level to remote calls only or all calls)
34. To set up **notification** press program, then option 6. (After entering the phone and/or pager number remember to set password level to urgent calls or all calls.)
35. To **check your voice mail from a remote location** call into your office, while listening to the automated attendant press \* followed by your extension number. If you are answered by a live person have the person press the blue voice mail key to send you to the automated attendant. Then you may follow the above instructions.
36. To **transfer a call to an outside line** press the transfer key followed by 9, and the telephone number.

For the help desk or service call 405-840-4100 or 1-800-460-4100

OR

**Press your help key!**