

## **HOW TO MANAGE ANSWER MODES AND RECORD THE MAIN GREETING:**

Your ESI phone system has various answer MODES. They are Day, Night, Holiday, Day2, Night2 and Auto. Typically, the ringing of your main number (and possibly rollover numbers or direct dial numbers) is programmed differently in DAY mode and NIGHT mode. Note: There is a difference between modes and greetings.

Typically, although not for ALL customers, DAY mode will ring phones and then route callers to your main DAY greeting if not answered. NIGHT mode typically will route callers directly to your NIGHT greeting on the first ring. NIGHT mode is typically when your office is closed. When the system is in Auto MODE, they system will AUTOMATICALLY change from Day Mode to Night Mode at times that have been programmed by your ESI dealer. There is no "AUTO" greeting.

The answer MODE can be changed by following the instructions below pertaining "to change the answer MODE", or by simply toggling through a one touch day/night key if programmed on an ESI telephone. Each time the day/night button is touched, the MODE will display in the lower right-hand corner of the LCD screen on that particular phone. Any phone with a DAY/Night button will display the answer mode on the screen (even if that key is not labeled/or not labeled properly).

### **TO RE-RECORD the Day, Night, Holiday, Day2 or Night2 GREETING**

Press the 1 button from any phone (or from outside the office, call into the main number)

When you hear your greeting being to play, press \* \* immediately followed by your administrator password followed by the # sign in relatively quick succession. Note: The default Admin Password is 456. Yours may be different.

At this point, the built-in ESI system tutorial will assist you.

She will say "to change the answer mode press 1."

**Select 1 when you are ready to change the Operation MODE** from DAY, NIGHT, HOLIDAY, AUTO etc. Typically, you will leave it in AUTO mode. Holiday mode is often used for inclement weather as well.

Then she will say "to record the HOLIDAY greeting, press 2. To record the DAY greeting, press 3, to record the NIGHT greeting press 4....."

**Select the desired option here when you are wanting to change the actual RECORDING.**

The system will prompt you to press 1 to begin recording and 1 when you are done recording. When you are done, it will play the newly recorded greeting back to you and will prompt you to press # to confirm.

**NOTE: AS SOON AS YOU PRESS 1 TO BEGIN RECORDING, THE PRIOR RECORDING HAS ALREADY STARTED TO BE RECORDED OVER. IT CANNOT BE RETRIEVED. THUS, BE READY TO RECORD WHEN YOU PRESS 1.**

You can press 1 and re-record as many times as you want until it sounds the way you want it to. Be sure to press # to confirm the greeting once you are pleased with it.