ESI Communications Servers

Call Forward Set & Cancel

1. Press CFWD or other programmed FORWARD key to use the Call Forward feature
2. Dial the extension number OR external phone number to which calls should forward
3. Press # key to confirm
4. To cancel Call Forward, press the CFWD or other programmed FORWARD key, then press *.

Call Transfer

1. Transfer to another extension: while connected to a call, press a station key (or press TRANSFER and dial the extension number). Hang up to complete the transfer.
2. Transfer to a mailbox: while connected to a call, press VOICE MAIL, then the extension button or extension number. Hang up to complete the transfer.

Conference Calls

1. While on a call, press CONF
2. Add the next party to the conference:
    a. To add an internal extension to the call, dial the extension number
    b. To add an external number to the call, press a line key or line access code (8 or 9), then dial the outside phone number normally.
3. When the party answers, press CONF to join all parties together
4. To add more participants, repeat steps 1-3 as needed