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Virtual Answer

For ESI System

Virtual Answer is an "extra" greeting on your phone specifically for calls that come in while you are on your phone. It tells the caller, in a message which you record, that you are on the phone and presents them with options of holding or leaving a message, etc. In order to use this feature, you must have a Virtual Answer Key on your phone.

To Record Your Virtual Answer Greeting:

1. Press the **Virtual Answer** key
2. Press the **RECORD** button and begin recording the greeting.
3. You have four options to give the caller during this greeting: Hold until I am free; Press 1 to leave a message; Enter another extension; or Press 0 for the operator.

Sample Greeting

"You have reached John Smith. I am on the phone at this time, but I know you are there. Please hold and I will be right with you. Or, if you would like to leave me a message, press 1. If you would like to be transferred to my assistant, please dial 102."

Using Virtual Answer:

When you hear the call waiting tone in your ear, press **Virtual Answer**. If the caller chooses to hold for you, that call will ring on your phone as soon as you hang up from the first call.

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