ESI eSIP and eCloud

ePhone8 User's Guide

This document explains how to configure features and operate the ESI ePhone8.

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Safety

Read the following safety notices before installing or using the ePhone8 and camera (camera sold separately).

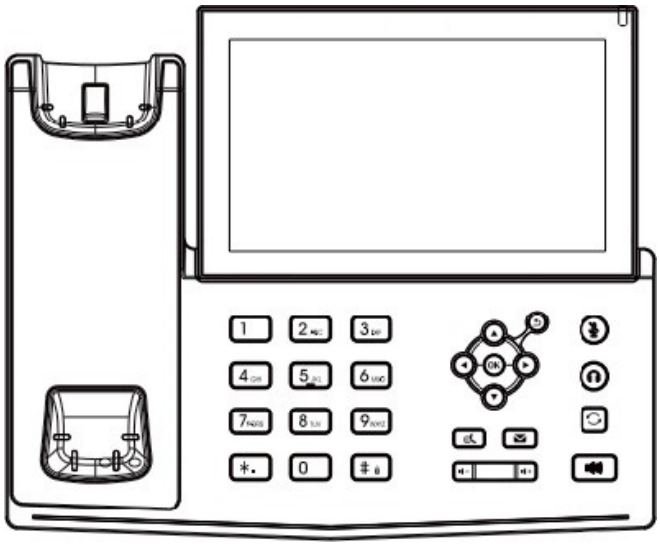
- If PoE (Power over Ethernet) is unavailable, only use the optional external power supply that is offered by ESI. Other power supplies may cause damage to the device and affect behavior or induce noise.
- Before using the external power supply, make sure building power and ground is good. Bad power can cause fire, damage, noise.
- Do not drop or shake the device. Rough handling may cause damage.
- The device is design for indoor use. Do not install in direct sunlight. Do not place on carpets or cushions. Avoid getting device wet. Install device in a well ventilated area.
- Avoid exposing the device to high temperature, below 32°F (0°C) or high humidity.
- Do not attempt to open the device. Damage may occur and the warranty will be voided.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device. Wipe the device with a soft cloth that has been lightly dampened in a mild soap and water solution.
- Before beginning installation, be familiar with the layout of the environment to avoid electrical and water hazards.

Overview

ePhone8

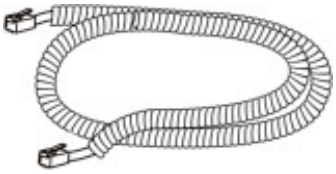
The ESI ePhone8 IP Phone is a high-end enterprise desktop phone which comes with an intelligent DSS Key-mapping LCD to increase enterprise users' productivity at a cost-effective price.

Packing Contents

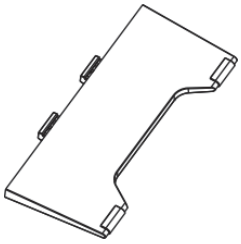


Phone

Handset



Receiver cable



Stand

Network cable

Power adapter (PN 5060-3425 Optional)

ePhone8 camera (sold separately)

The ePhone8 camera is a 2 Mega Pixel 1080p HD USB video camera that has an adjustable viewing angle (ePhone8 video has a maximum VGA resolution of 640x480 at 30fps). The camera does not require a software driver to function and draws power from the ePhone8 USB port. The camera features a privacy shutter, which provides peace of mind when not in use.

Technical parameters

- Video: 2 million pixels
- Video encoding: H.264
- Video resolution of camera: 1080p@30fps (ePhone8 phone video has a maximum supported VGA resolution of 640x480@30fps)
- Auto/manual white balance
- Automatic exposure compensation
- Privacy shutter
- Tri-color LED status indicator on front of camera
- Power: 5V/600mA (supplied via USB interface)
- Working temperature: 14~122°F (-10~50°C)
- Working humidity: 10~90%

Perspective:
Diagonal viewing angle: 102°
Horizontal viewing angle: 94°
Vertical viewing angle: 62°
Vertical adjustment angle: ±20°

Description of status LED

LED indication	description
Steady green	Standby mode.
Steady red	Working mode, such as video call, photo taking and video recording.
Flashing red	Camera tampering.
Red-Orange	At power up, red is displayed briefly first, then orange.

Installation

Use PoE or external Power Adapter

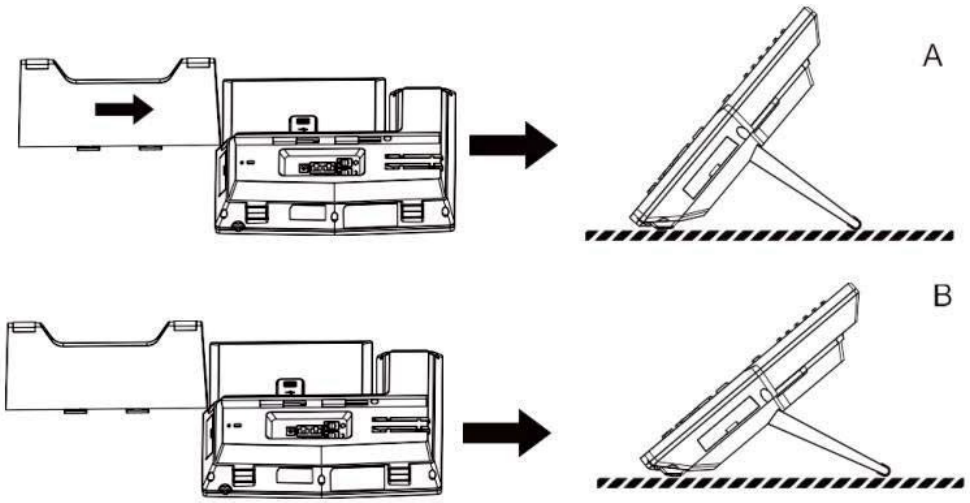
The ESI ePhone8 supports two power supply modes, power from external power adapter or a Power over Ethernet (PoE) compliant switch. Use the optional power supply that is available through ESI, or a PoE switch that meets specifications to ensure the ePhone8 work properly

With a PoE switch, the ePhone8 can be powered through a single Ethernet cable which is also used for data transmission.

For users who do not have PoE equipment, a traditional power adaptor should be used. If the ePhone8 is connected to a PoE switch and power adapter at the same time, the power adapter will be used as the primary power source.

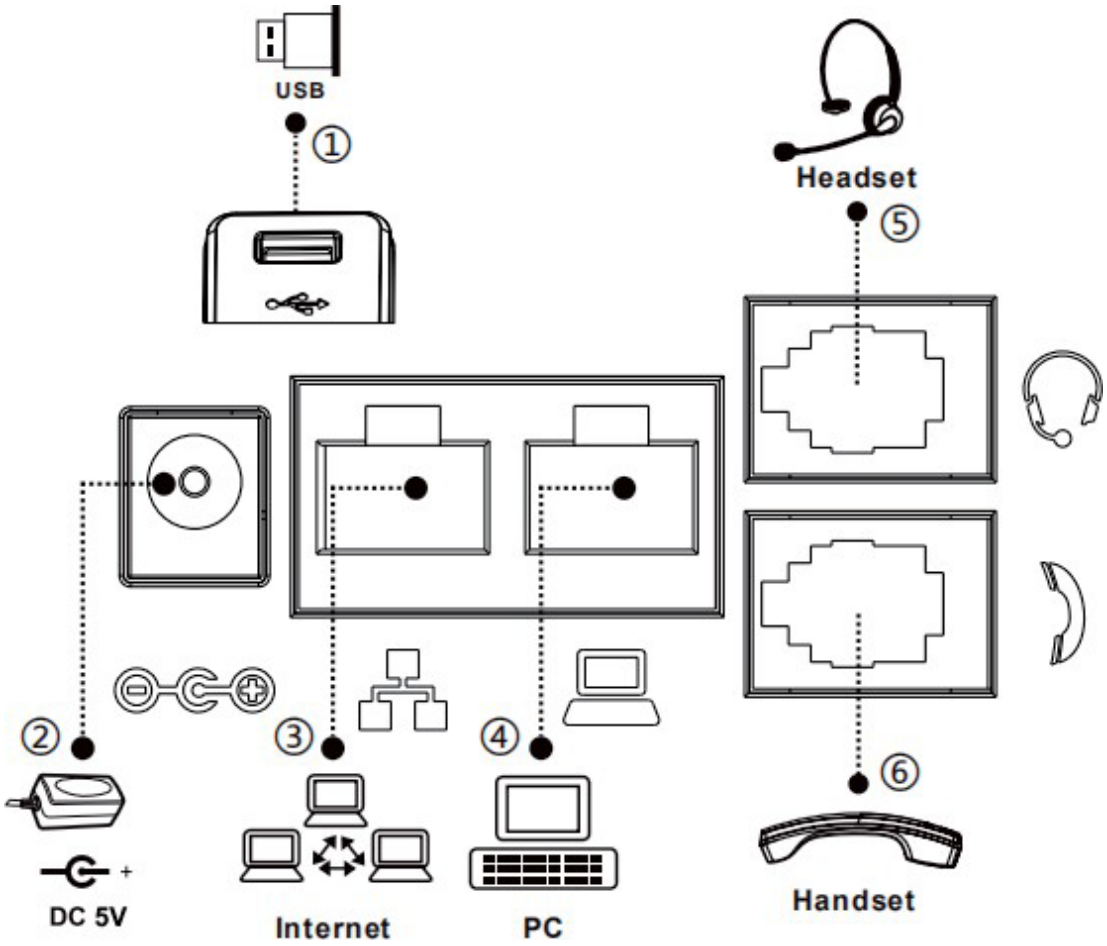
Desktop Installation

The stand can be installed in one of two ways, which will affect the angle of the ePhone8. Follow the instructions in the picture below to install the ePhone8 on a desk top.



Desktop phone installation

Connect power supply (optional), network, PC, handset, and headset to the corresponding ports as shown below.



ePhone8 Connections

Reference	Description
①	USB port - Located on back of phone for external USB device.
②	Power port – External power supply 5V/2A optional.
③	WAN port – Supports RJ45 Ethernet cable internet connection.
④	LAN port – Supports RJ45 Ethernet cable LAN connection.
⑤	Headset jack – Supports RJ9 headset and EHS for compatible headsets.
⑥	Handset jack – For included handset and RJ9 coil cord.

Camera installation (sold separately)

- There are two USB cables in the box. Select the cable to be used.
- Plug one end of USB cable into back of camera. Make sure the USB connector is oriented in the correct direction when plugging in the cable or damage will occur.
- Plug other end of USB cable into USB port on back of ePhone8.
- Adjust the camera gripper and place camera either on top of the ePhone8 or on the desk.
- Adjust camera for best viewing angle.

Camera Trouble Shooting

Trouble Case	Solution
The camera does not show images	1. Check the USB cable and confirm that there is no connection problem. 2. Make sure the privacy cover on the front of the camera is not closed. 3. Make sure the status LED on the front of the camera is green and always on. 4. Power cycle ePhone8.

Tables

Icons

Keypad

Symbol	Description
	Redial
	Return
	Hands-free (HF) speaker
	Mute Microphone (During Call)
	Volume down
	Volume up
	Hold
	Headset
	MWI (Message Waiting Indicator)

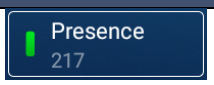
Status Prompt and Notification

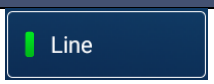
Symbol	Description
	Outgoing call
	Incoming call
	Call Hold
	Network Disconnected
	Open VLAN
	Open VPN
	Keyboard Locked
	Missed calls
	SMS (Short Message Service)
	New voice message waiting
	Do-Not-Disturb activated on ePhone8
	Do-Not-Disturb inactivated on ePhone8
	Call forward activated
	Auto-answering activated
	Hands-free (HF) Mode
	Headset (HP) Mode
	Handset (HS) Mode

	Muted Microphone
	The Voice quality of calling
	W-IFI
	Open Bluetooth
	Open SIP Hotline
	DND
	Missed call
	Messages
	Unread voice message
	USB overload
	USB insert tips

Icon	Translate	Instruction
	FORWARD CALL	Forward a call
	CALL TRANSFER	Transfer a call
	CONFERENCE	Conference
	Dial	Dial DTMF digits.
	MWI	Voice message waiting
	Speed Dial	Speed Dial
	Intercom	Intercom with another extension
	Call Park	Call Park
	Call forward	Call forward
	Key Event	Function key
	BLF List	BLF List
	Multicast	Multicast
	Memory Key None	Memory Key subtype None
	DTMF	DTMF
	Unfold	More DSS keys
	Collapse	Fewer DSS keys

LED Definition

Station Status	ePhone8 LED Icons	ePhone8 LED State
Available		Green
Not Available		Black
Busy		Red

Line Status	ePhone8 LED Icons	ePhone8 LED State
Available		Green
Unavailable		Black
Busy		Red
Seized		Orange
Hold		Blinking Orange

Home screen icons

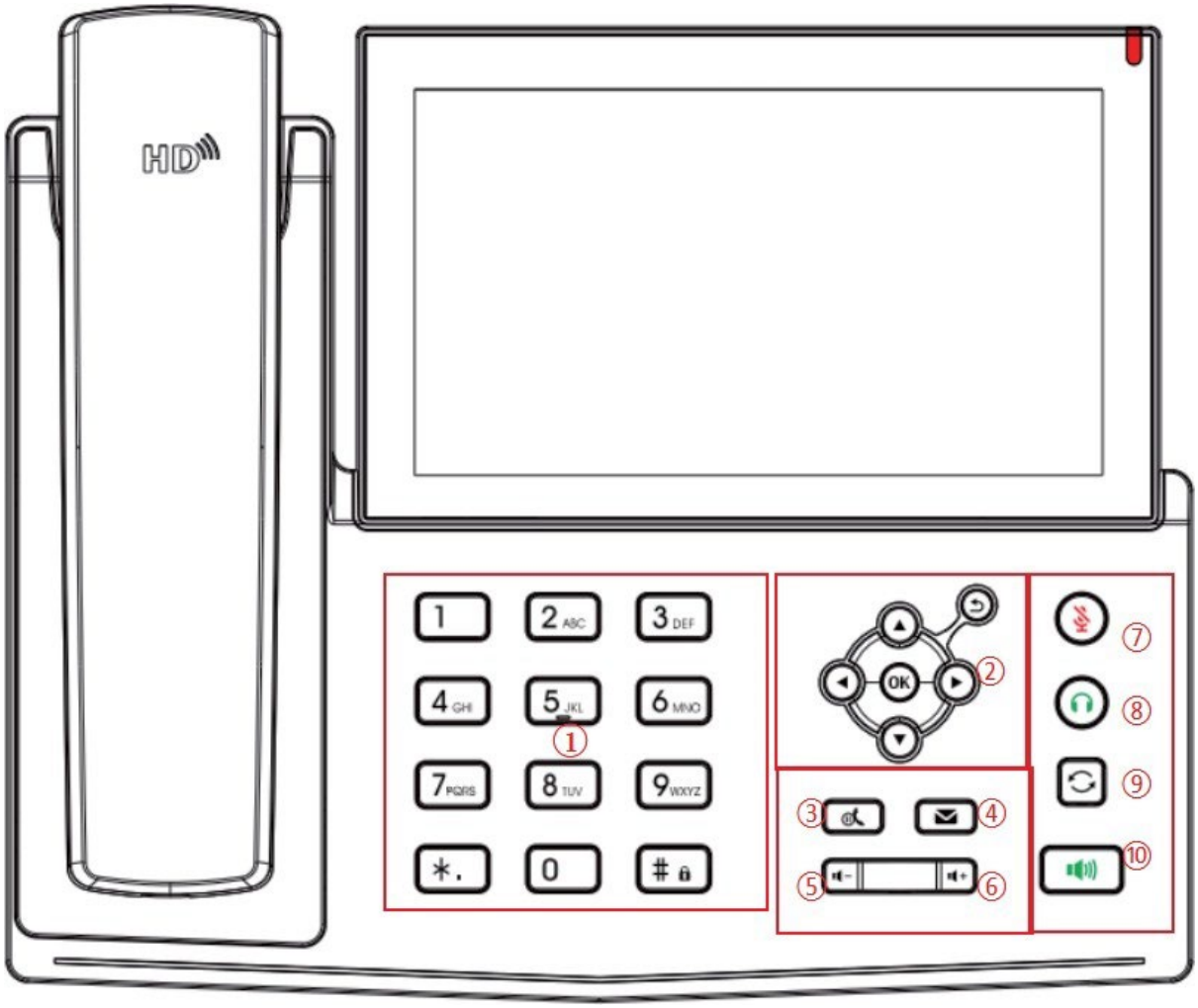
There is a row of icons across the bottom of the home screen.

Icon	Description
	Dialing options
	DND (Do Not Disturb)
	Call Log
	Apps
	Messages / Voicemail
	Contacts
	Phone settings
	Unfold key (reveals more keys)

User Introduction

Using Keypad

The picture below shows the keypad layout. Each key provides its own specific function. See the illustration below for the functional description of each and its usage.



Number	Keypad names	Instruction
01	DTMF Key	These 12 phone keys provide standard phone key functionality. At the same time, certain long key presses can trigger special functions. **#** - Long press the # key to open the keyboard lock configuration.
02	Navigate/OK /Return Keys	Press the up/down navigation key to change the line option or move the cursor in the screen list. On some settings and text editing pages, the user can press the left / right navigation key to change options or move the cursor in the screen list to the left or right. **OK** key: Confirm action. Return key: This key will return to the upper menu under any interface. It can also be used to reject or hang up when making a phone call or making a call. **Note**: To quickly return to the home screen from any page, press and hold the return key ⮌.
03	Hold Key	Press the "**Hold**" key during the call to put the call on hold, then press the hold key again to take the call off hold.
04	Voice Mail Key	Press the "voice mail" key, and the user enters the SMS and voice mail list.
05	Volume Down Key	In the standby state, press this key to reduce ring volume. During a call, press this key to lower the call volume.
06	Volume Up Key	In the standby state, press this key to increase ring volume. During a call, press this key to increase the call volume.
07	Mute Key	During a call, press this key to mute the microphone.
08	Headset Key	Press this key to open the headset channel
09	Redial Key	Press the Redial key to redial the last number dialed
010	Hands-free Key	Press this key to open the audio channel of the speakerphone.

Using Handset / Hands-free Speaker / Headset / Line Keys

Using Handset

To talk on the handset, lift the handset and dial the number, or dial the number first, then lift the handset and the number will be dialed. User can also switch audio channel to handset by lifting the handset while in speaker or headset mode.

Using Hands-free Speaker

To talk over hands-free speaker, press the hands-free key then dial the number, or dial the number first then press the hands-free key. User can switch audio channel to the speaker from handset by pressing the hands-free key while in handset mode.

Using Headset

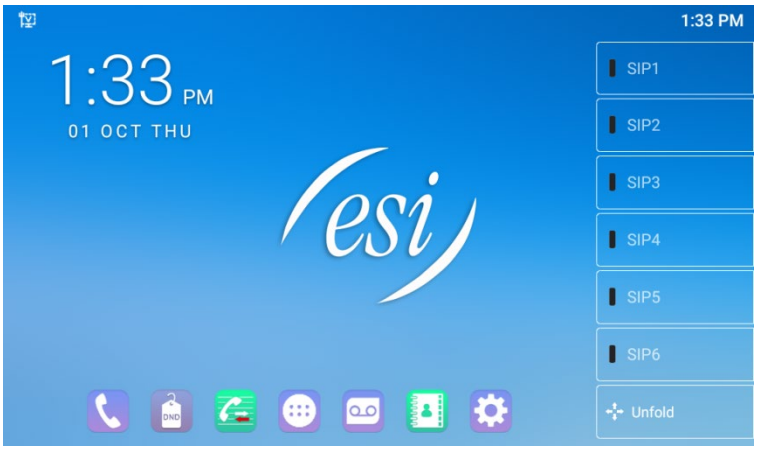
To use headset, press the headset key to turn on the headset. User can dial the number before or after headset is enabled.

Using Line Keys (Defined by DSS Key)

User can use line key to make or answer a call on a specific line. If the handset has been lifted, the audio channel will be opened in the handset. Otherwise, the audio channel will be opened in hands-free speaker or headset.

Idle Screen

Idle screen, also known as the home screen, shown below.



- The image above shows the default standby screen, which is the user interface most of the time.
- The upper half of the home screen shows the status of the ePhone8, such as voice messages, missed calls, auto answer, do not disturb, lock status, network connection status, etc.
- The lower half of this area are the function menu keys, which are also the first layer of function menu keys, through which users can operate the ePhone8.
- Users can navigate back to the home screen by pressing the return key ⮌ on the keypad.
- The right side of the screen shows default Side keys, which can be edited to display SIP status, message, headset, etc.

Phone Status

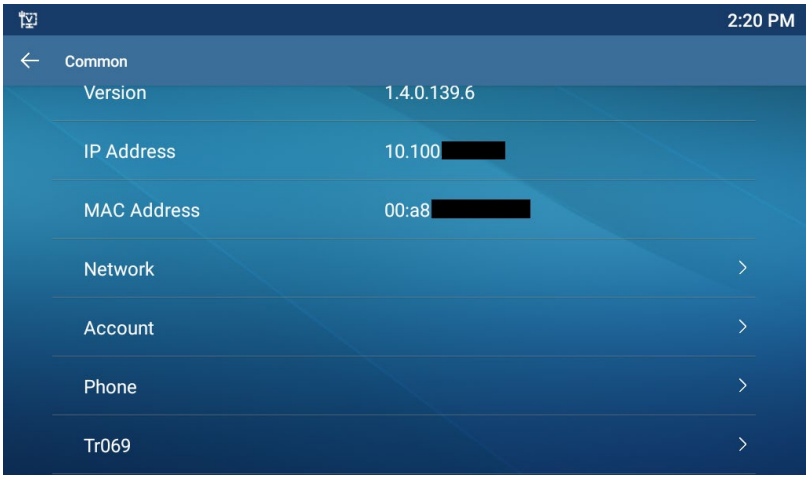
The phone status includes the following information about the ePhone8:

- **Network**: VLAN ID, IPv4 or IPv6 status IP Address Network Mode
- **Common**: Mac Address, Phone Model, Hardware Version number, Software Version number, Phone Storage(RAM and ROM), System Running Time
- **Account**: SIP Account, SIP Account Status (registered / uncommitted / trying / time out)
- **Phone**: Shows information such as ROM, RAM, up time, version.

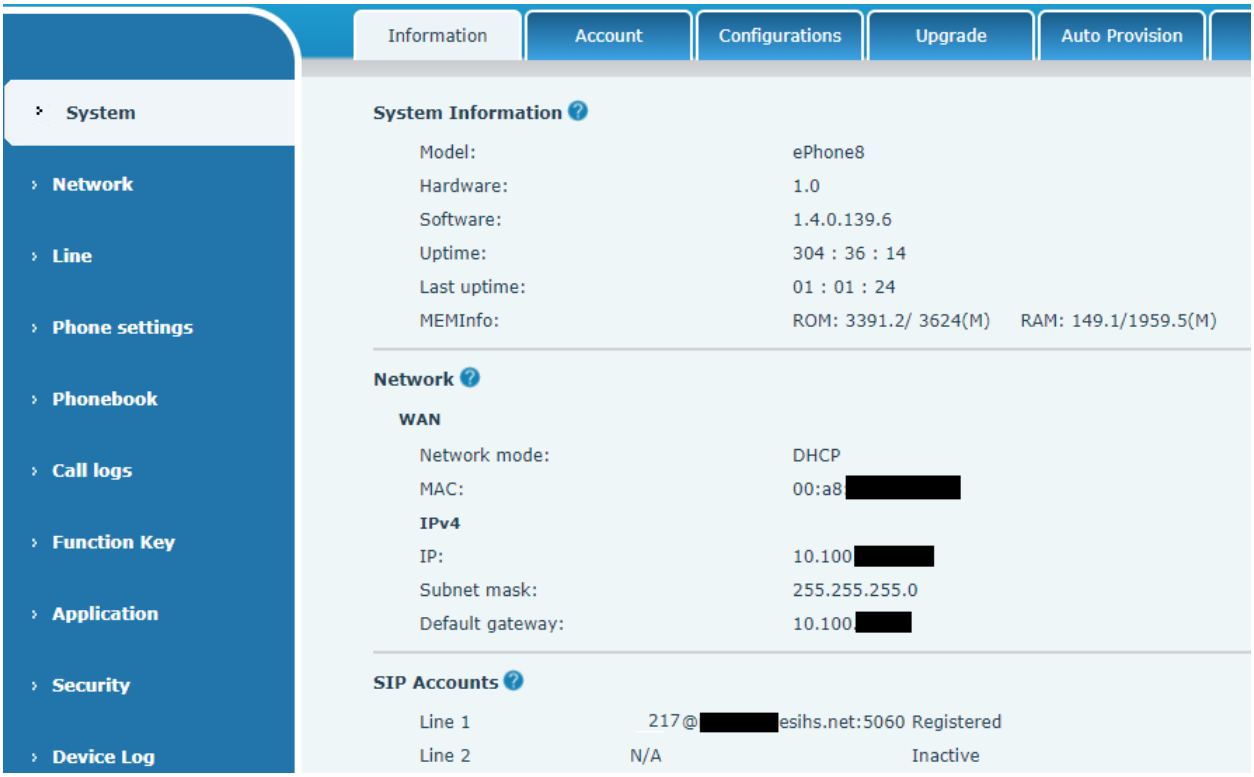
The user can view the ePhone8 status through the phone interface by pressing the settings icon , or by logging into the phone's Web interface.

IMPORTANT: Remember that the default username and password is admin.

Phone interface:
When the ePhone8 is in standby mode, press [**Phone Settings**] >> [**Common**] and select the option to view the corresponding information, as shown in the figure:

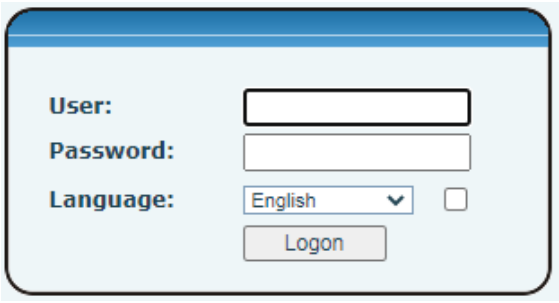


Web interface:
Refer to Web Management section to log into the ePhone8 Webpage, enter [**System**] >> [**Information**] page, and check the phone status, as shown in the image below:



Web Management

The ePhone8 can be configured and managed on the Webpage of the phone. The user first needs to enter the IP address of the phone in the browser and open the Webpage of the phone. The user can find the IP address of the phone by tapping [**Phone Settings**] >> [**Common**] on the phone display.



Users must correctly enter the user name and password to log in to the Webpage. **The default user name and password are "admin"**. For specific details of the Web management page, refer to Web Configurations section.

Network Configurations

The ePhone8 supports two kinds of network connection modes: wired network connection and wireless network connection. This section describes the wired network connection. For wireless network connection, refer to the Wi-Fi section for details.

The ePhone8 relies on an IP network connection to provide service. IP devices are connected to each other over the network and exchange packetized data using a devices' IP address.

To enable the ePhone8, its network settings need to be configured. To configure the network from the ePhone8, go to [**Phone Settings**] >> [**Ethernet**] and set the phone to either DHCP or Static.
If set to **Static**, the IP information will have to be manually input.
If set to **DHCP**, the phone will automatically receive the network configuration from the DHCP server.
A password is required for Advanced network settings. The default password is "admin".

NOTICE! If user sees a ***'WAN Disconnected' icon in the upper left corner of screen, it means the network is not detected. Check that the cable is correctly connected to the ePhone8 and to the network switch, router, or modem.***

The ePhone8 supports three types of networks,IPv4/IPv6/IPv4&IPv6 There are two common IP configuration modes for IPv4

- Dynamic Host Configuration Protocol (DHCP) – The ePhone8 will automatically get the network configuration from a DHCP server and apply the settings. Users need not configure any parameters manually. This is recommended for most users.
- Static IP Configuration – This option allows user to configure each IP parameters manually, including IP Address, Subnet Mask, Default Gateway, and DNS servers.

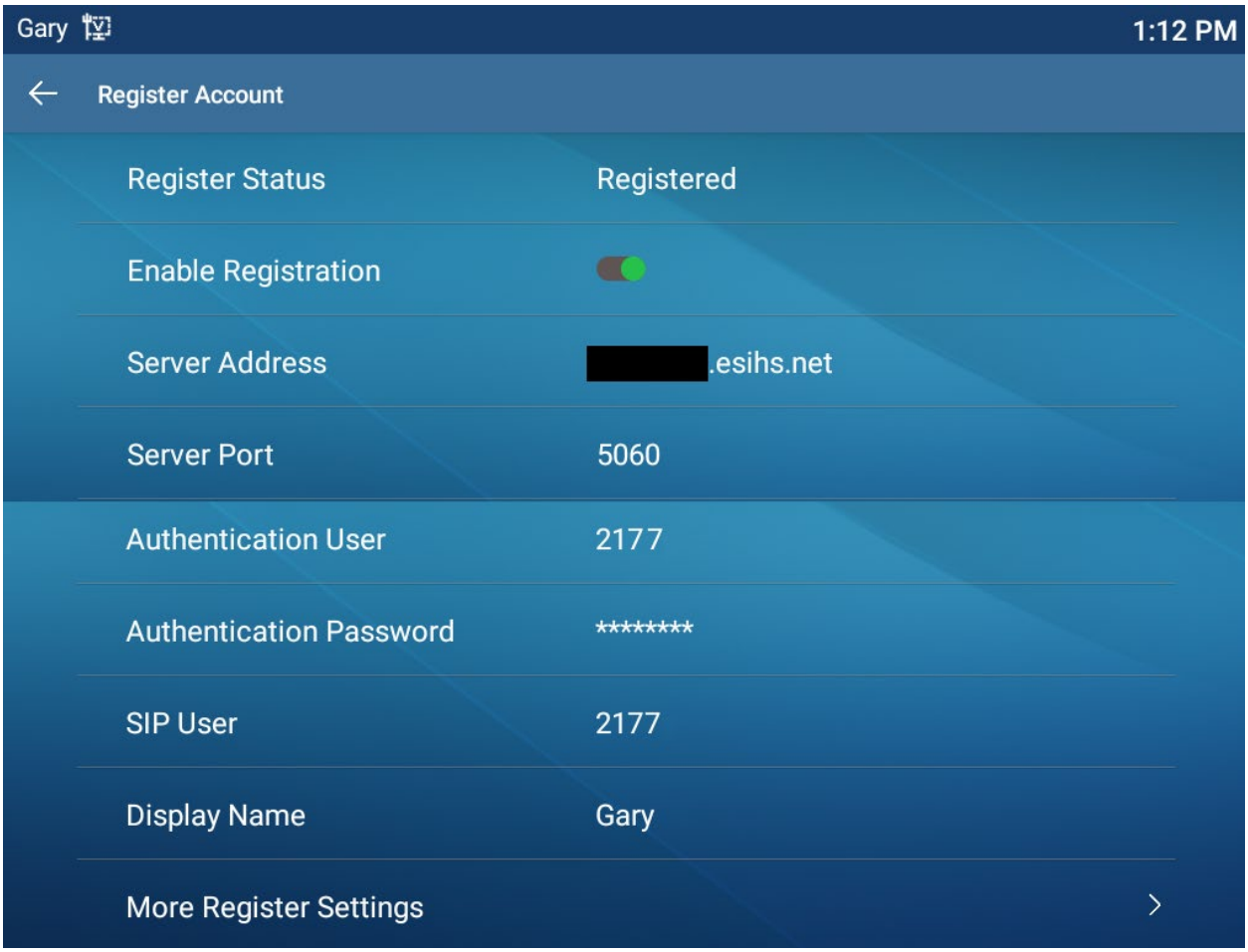
Refer to Network Settings section for detailed configuration and use.

SIP Configurations

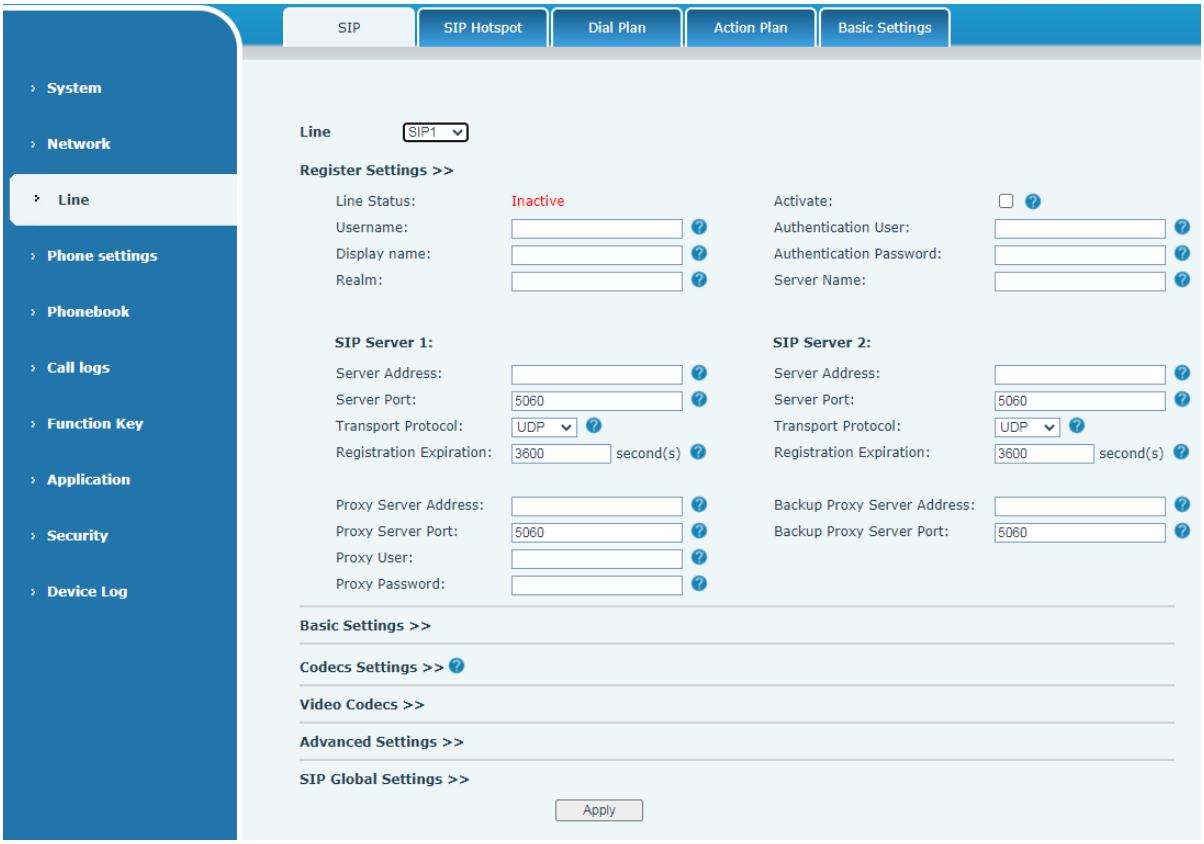
A line must be configured properly to enable telephony service. The line configuration must have the service provider and the account information used for registration and authentication. When the ePhone8 is configured, it will register with the service provider.

The user can configure lines through the ePhone8 or the Webpage. Enter the registered user name, registered password, SIP user, display name and registered port respectively, which are provided by the SIP server administrator.

Phone interface:
To manually configure a line, go to [**Phone Settings**] >> [**Line**], select the line to configure, [**Register Account**] enter password (default is admin) and fill in the information.



Web interface:
After logging into the ePhone8 Webpage, enter [**Line**] >> [**SIP**] >>[**Register Settings**], select a line from the drop down list, fill in the required information, check the Activate box, and click **Apply**.



Basic Function

Making Calls

- **Default Line**

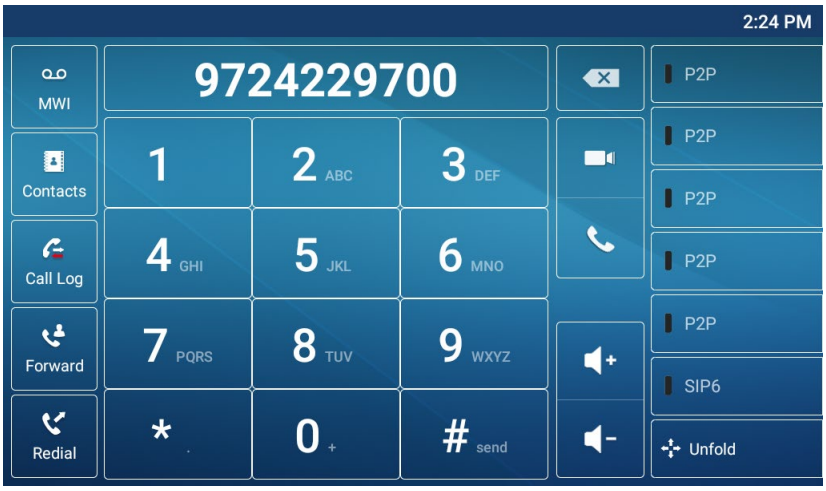
The ePhone8 provides for 20 lines of service. As an example; if two lines are configured, user can make or receive phone calls on either line. If a default line is configured by the user, there will be a default line to be used for making outgoing calls which will be shown at the top left corner of the screen.

From the phone, enable or disable default line by pressing [**Phone Settings**] >> [**More**] >> [**Other Settings**] then toggle **Enable Def Line** off.

From the Web Interface, go to **Phone settings >> Features >> Basic Settings** and uncheck **Enable Default Line**.

- **Dialing Methods**

  User can dial a number by one of the following
  - Enter the number directly
  - Select a phone number from phonebook contacts (Refer to Local Contact section).
  - Select a phone number from network phonebook contacts (Refer to Cloud Phone Book section).
  - Select a phone number from call logs (Refer to Call Log section).
  - Redial the last dialed number by pressing the redial key.



- **Dialing Number then Opening Audio**

  To make a phone call, user can first dial a number by one of the above methods. When the dialed number is completed, user can press the [**# send**] key, then press handsfree speaker key, headset key, or lift the handset to call out with the current line. User can also a press line key (Configured by DSS Keys) to call out using specified line.

- **Opening Audio then Dialing the Number**

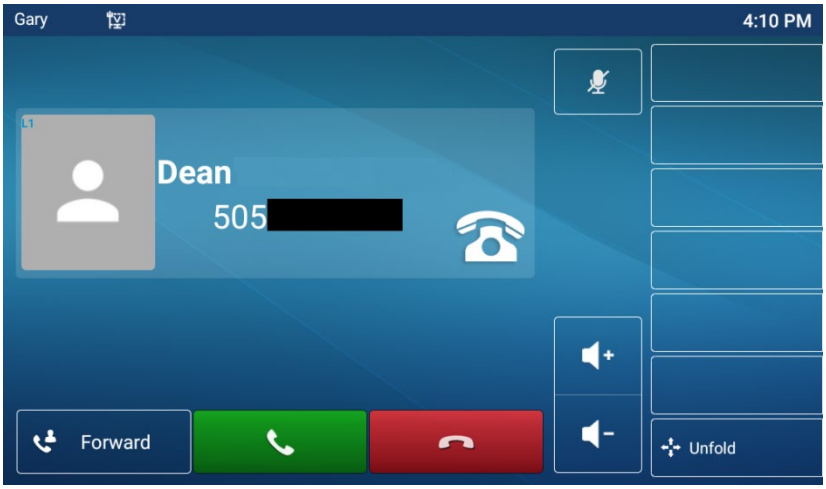
  Another alternative is the traditional way to first open the audio channel by lifting the handset, or press handsfree speaker, or press or headset, then dial the number. Once number dialing is completed, user can press the [**Dial**] key, [# Send] or [**OK**] key to call out, or the number will be dialed out automatically after timeout.

- **Cancel Call**

  While calling the number, user can disconnect the call by pressing [**End**], or by putting back the handset, or pressing the handsfree key.

Answering Calls

When the ePhone8 is idle and there is an incoming call, the user will see the screen below.



User can answer the call by lifting the handset, pressing the headset key or by pressing the handsfree speaker key, or the answer key . To divert the incoming call, user can press the forward key

. To reject the incoming call, user can press end call key .

Video call

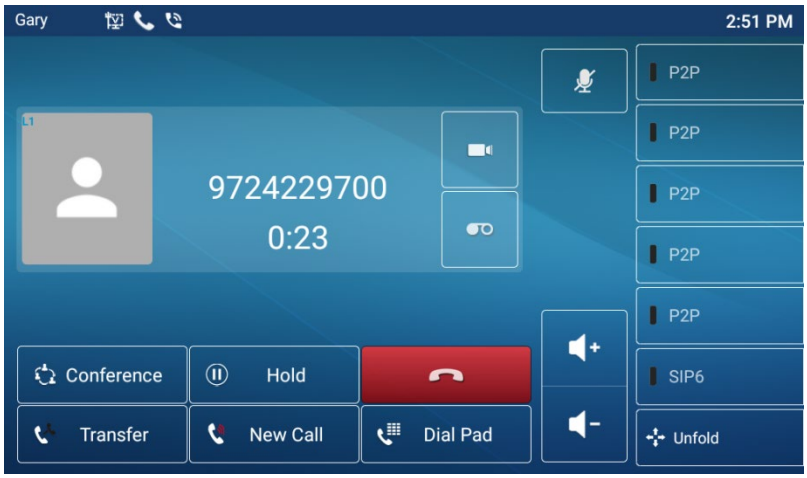
The ePhone8 can be set up to automatically use video calling. From the ePhone8 GUI go to **Phone Settings > Features**. Set Default Answer Mode and Default Dial Mode to Video.

Select video call or video answer to enter the video call interface.

You can tap the image to go full screen.

Talking

When the call is connected, user will see a talking mode screen as shown below.

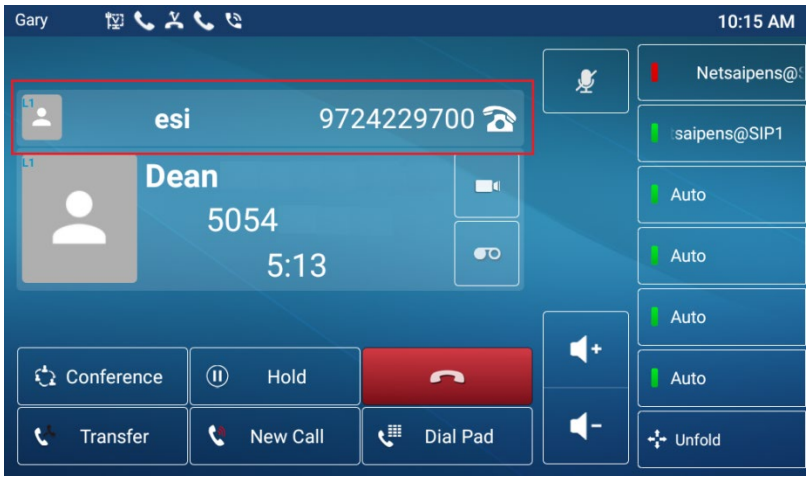


Make / Receive Second Call

The ePhone8 can support up to two concurrent calls. When there is already a call established, user can still answer another incoming call on either line or make a second call on either line.

- **Second Incoming Call**

  When there is another incoming call during a phone call, the incoming call will be waiting for user to answer it. User will see the call message in the middle of current screen. The ePhone8 will not be ringing but playing a call waiting tone in the audio channel of the current call and the LED in the upper right corner of the phone will be flashing red. User can accept or ignore the call the same as a normal incoming call. If the call is ignored it will go to voicemail. When the waiting call is answered by tapping the call on the phone screen, the first call will be put on hold automatically.



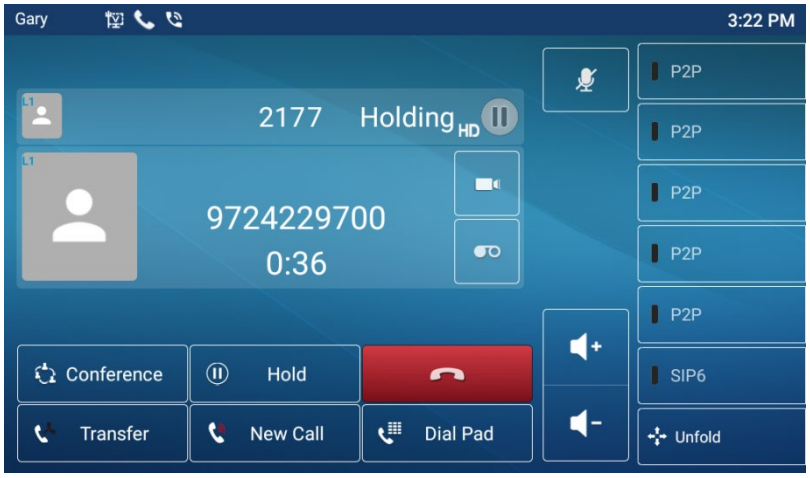
- **Second Outgoing Call**

  To make a second call, press [**Transfer**] or [**Conference**] key to make a new call on the default line or press the line key to make new call on specific line. Then dial the number the same way as making a

phone call. Another alternative for making second call is by pressing a configured BLF/Speed Dial DSS Key. When the user is making a second call with the above methods, the first call can be placed on hold manually first or the first call will be put on hold automatically at second dial.

- **Switching between Two Calls**

  When there are two calls established, user will see a two way calling screen as the following picture. User can press up/down navigation keys to switch between calls.



- **Ending One Call**

  User may hang up the current call by closing the audio channel or pressing the [**End**] key. The ePhone8 will return to single call mode in holding state.

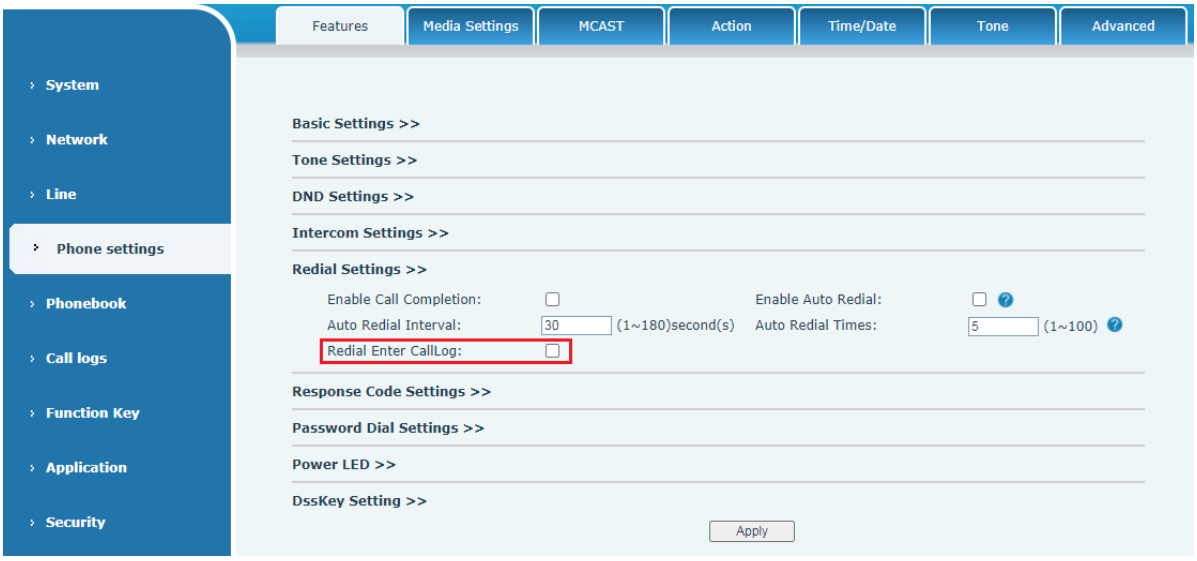
Ending the Call

After the user finishes the call, the user can put the handset back on the phone, press the handsfree key or press the Softkey [**End**] key to close the voice channel and end the call.

Redial

- **Redial the last outgoing number**:
  When the phone is in standby mode, press the redial key, or press the user defined Redial Function key and the phone will call out the last number dialed. You can configure Function Keys long pressing an available DSS function key, or by logging into the Web interface and navigating to **[Function Key] >> [Function Key]**.
- **Call out to any number using the redial key**:
  Enter the number, press the redial key, and the phone will call that number.
- **Press the redial key to enter the call log**:
  First, you must log into the phone Web interface and configure this feature to work by doing the following:

Web interface:
Log into the phone Webpage, navigate to [**Phone Settings**] >> [**Features**] >> [**Redial Settings**], check **Redial Enter CallLog** and click **Apply**. To enter the call record, press the redial key when on standby to enter the call record page, and press redial key again to call out the currently located number.



Dial-up Query

Start dialing digits. The phone will show a list of numbers that match the dialed digits. Select the desired number by tapping it, then press the [**# Send**] key or lift the handset to dial the number.

Auto-Answering

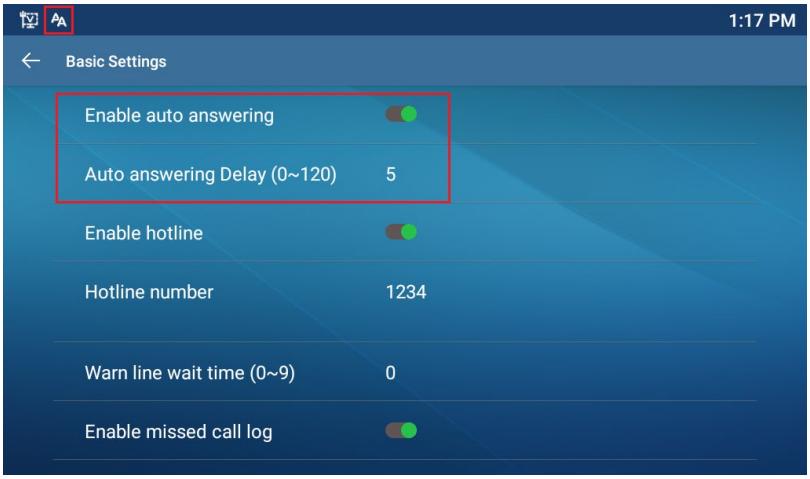
User can enable auto-answering feature on the ePhone8 so that any incoming call will be automatically answered (not including call waiting). Auto-answering can be enabled on line basis.

The user can enable the automatic answer function via the telephone interface or the Webpage interface.

Phone interface:

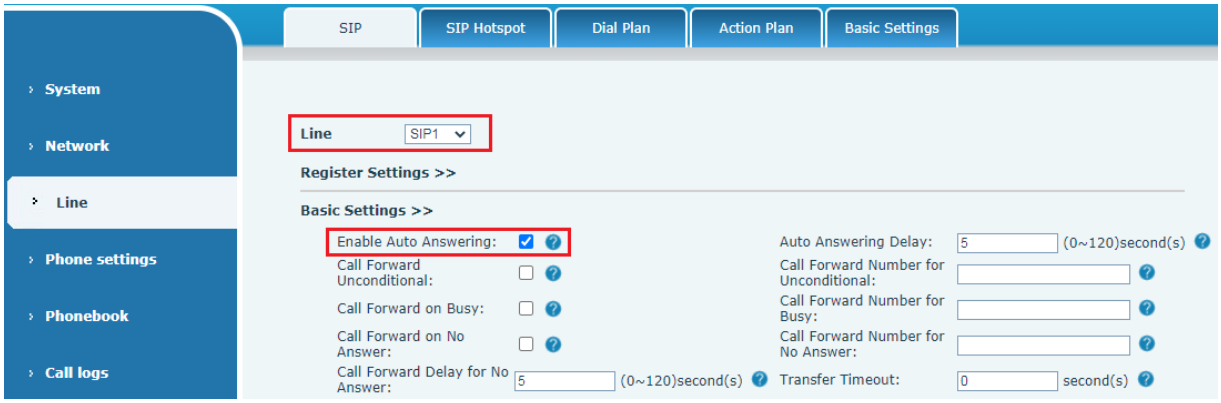
- Navigate to **[Phone Settings >> [Line] >> {Line 1-20] >> [Basic Settings]**.
- Enable auto answering by tapping the slider switch and set the Auto Answering Delay.

The icon will appear in the upper left corner of the screen to indicate that auto answer is enabled.



Web interface:

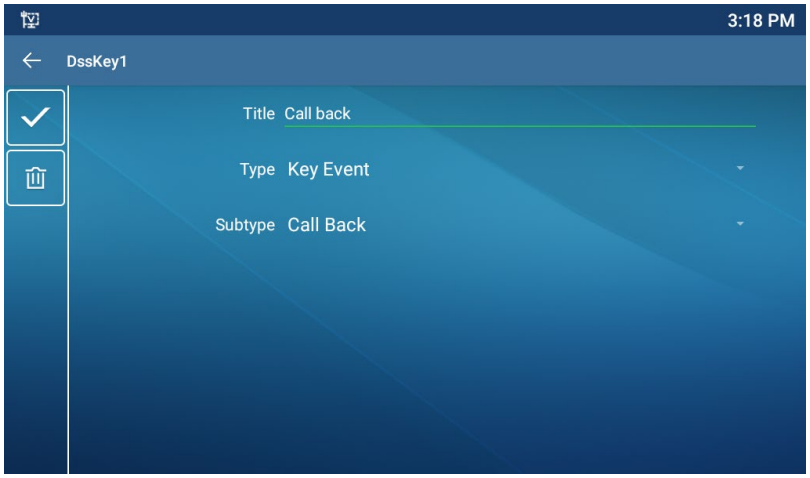
Log into the phone Webpage and navigate to [**Line**] >> [**SIP**] >> [**Basic settings**]. Select the SIP line on which to enable auto answering, check **Enable Auto Answering,** set the auto answering delay and click Apply.



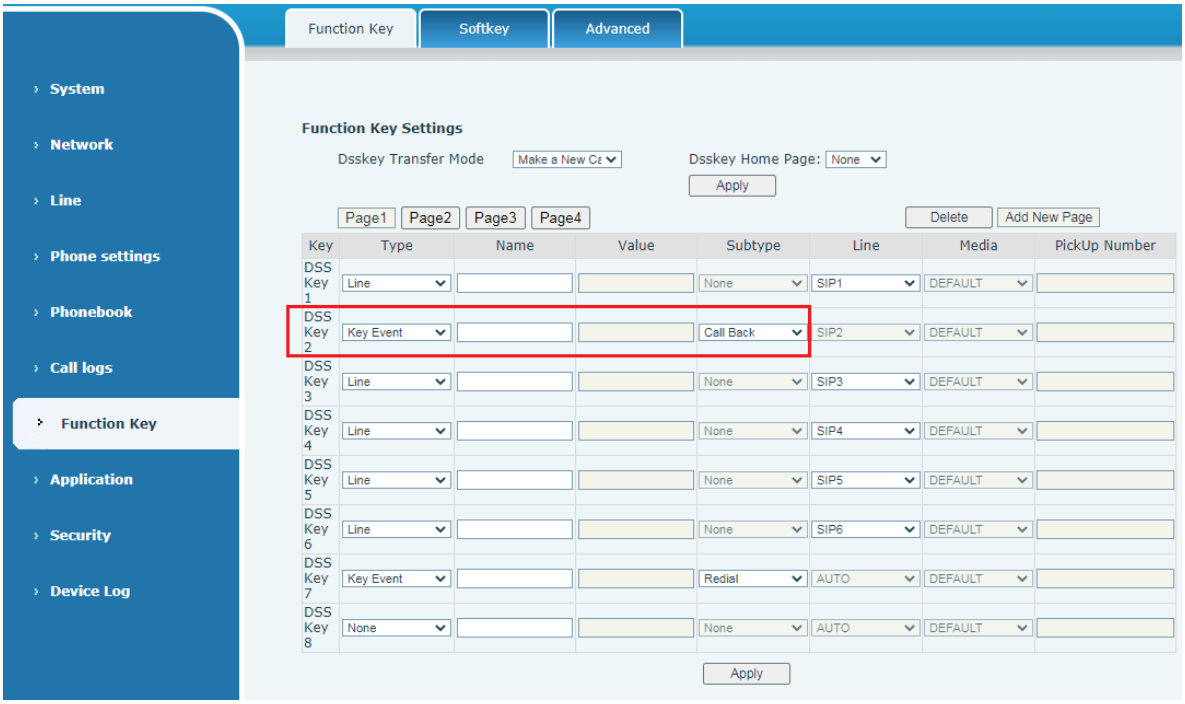
Call Back

The user can dial back the number of the last call. If there is no call history, the phone will say "can't process" when Call Back key is pressed.

Phone interface:
Navigate to **[Phone Settings] >> [Key] >>[SoftKey]**,.or **[SoftDssKey]**, or long press the desired key from the DSS softkey screen. Set the Title, Type as **Key Event**, Subtype as **Call Back**, and tap to save.



Web interface:
Log into the phone Webpage, navigate to [**Function Key**] >> [**Function Key**] or [**Softkey**] page, select the function Key or Softkey, set the type as **Key Event**, and set the subtype as **Call Back**, as shown below:

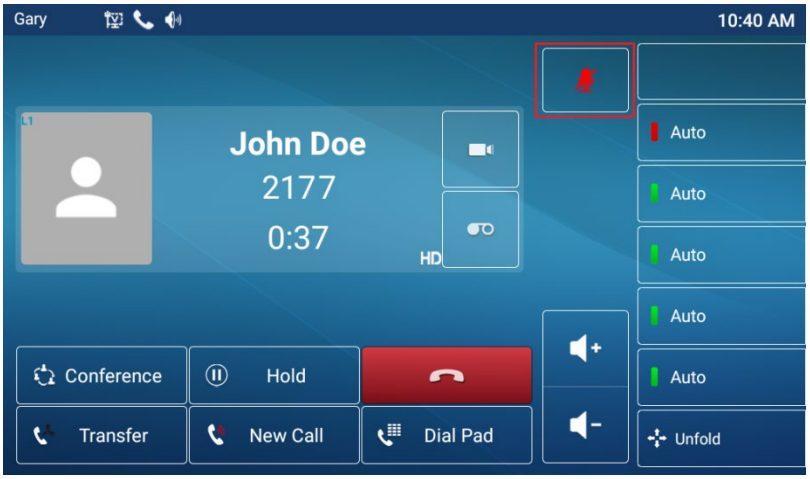


Mute

Mute turns off the microphone. Turn on mute during a call so that the local audio is not heard. Normally, mute mode is automatically turned off at the end of a call. You can enable mute on any screen and mute the ringtone automatically when there is an incoming call.
Mute mode can be turned on in all call modes (handset, headset or hands-free).

Mute the Call

- Enable mute: During the conversation, press the mute key on the phone: The mute key on the phone will light red, and a red mute icon will be displayed on the phone screen as shown in the figure:

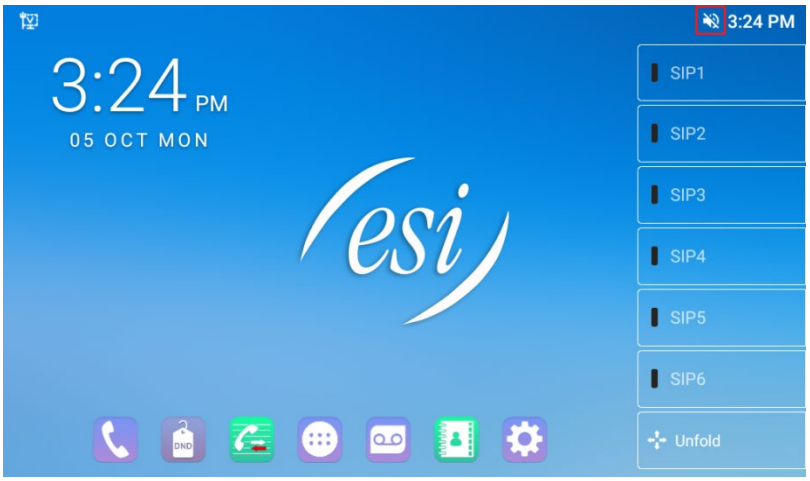


- Disable mute: Press again to disable mute on the phone. The mute key will no longer be lit red.

Ringing Mute

- Enable ringtone mute: Press the mute key when the phone is in standby mode:

The top right corner of the phone will show the mute icon . The mute key will light red. When there is an incoming call, the phone will display the incoming call but will not ring.



- Disable ringtone mute: Press the mute key again or volume up to cancel. The mute key will turn off and the ring tone mute will no longer shows in the upper right corner .

Call Hold/Resume

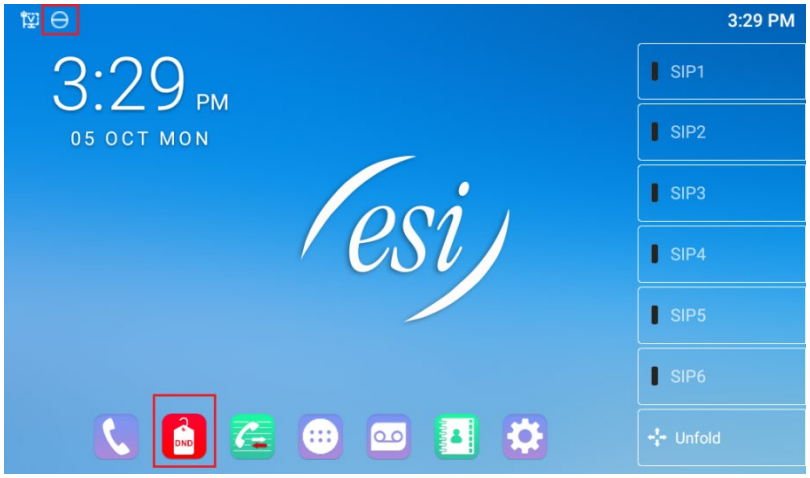
Press the [**Hold**] key to put the current call on hold. The hold key will become the [**Resume**] key. Press the Resume key to return to the call.

DND

User can enable Do-Not-Disturb (DND) feature on the ePhone8 to reject incoming calls (including call waiting). DND can be enabled on a per line basis.

Phone interface:

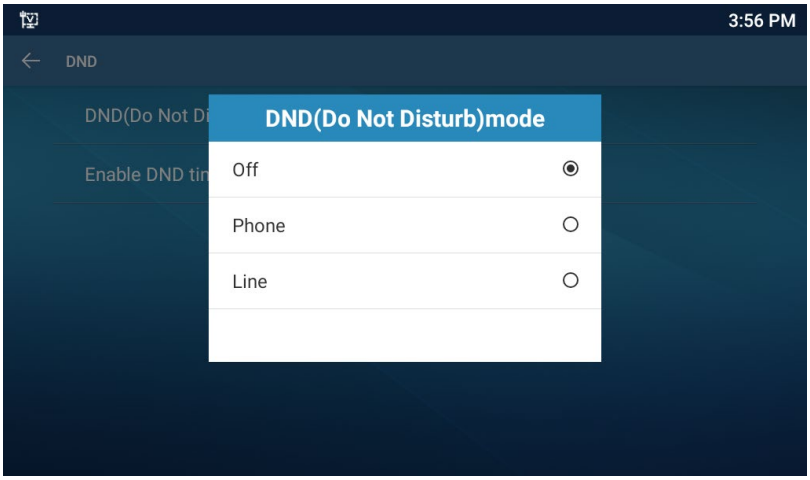
- Press [**DND**] key on screen to enter DND. The DND icon will become red .
- Press [**DND**] key on screen again to disable DND. The icon will become blue .



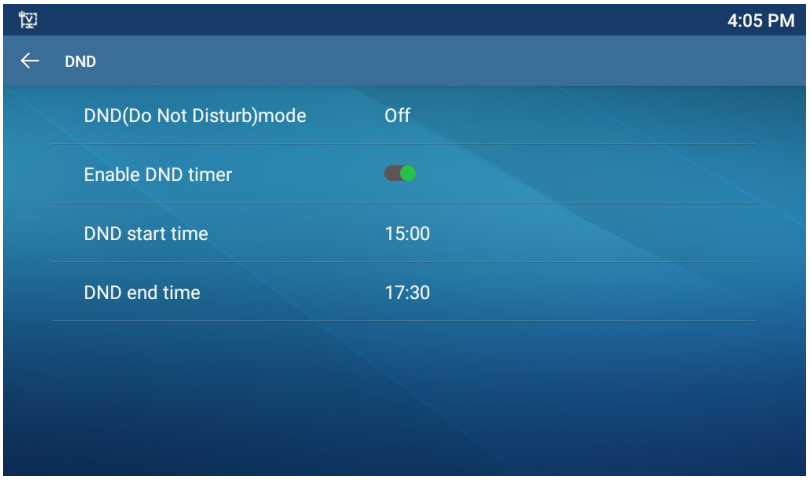
The user can enable/disable DND on their phone or for a specific line via the phone interface.

Phone interface:

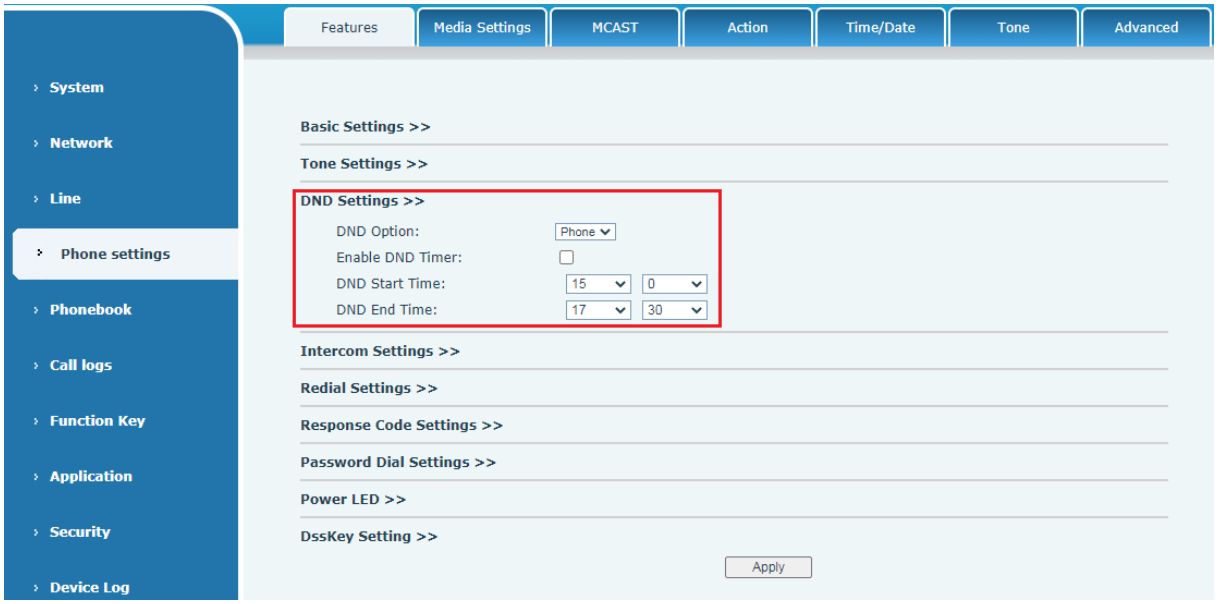
- Navigate to **[Phone Settings] >> [DND]**.
- Tap the line that reads **DND (Do Not Disturb) mode**. Set DND type (Off, Phone or Line).
- The DND icon will turn red.



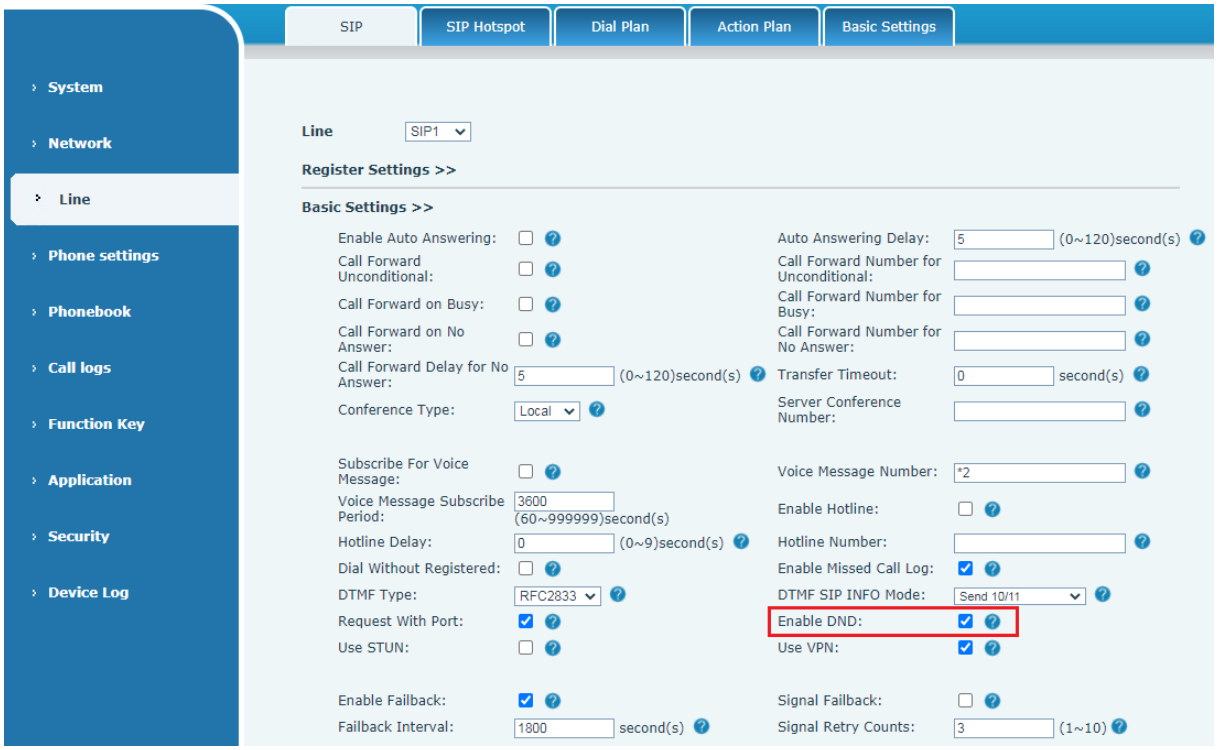
The user can also use the DND timer. After setting, DND will automatically turn on and the DND icon will be red during the set time range.



Web interface:
Enter [**Phone setting**] >> [**DND Settings**] and set the DND type (Off, Phone, Line), and enable DND timer function by checking Enable DND Timer.



The user can enable DND for a specific route on the Web interface. Enter [**Line**] >> [**SIP**], select a [**Line**] >> [**Basic settings**], check **Enable DND** and click **Apply**.



Call Forward

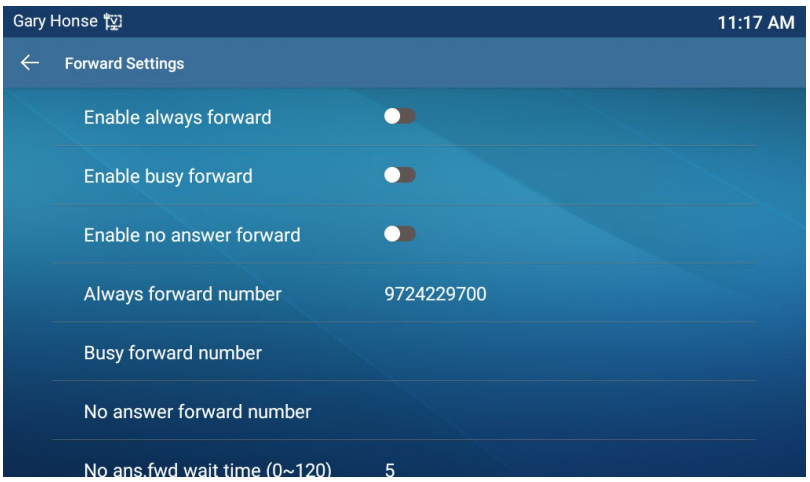
Call forward will divert an incoming call to a specific number based on conditions the user configures for each line.

There are three types of Call Forward settings:

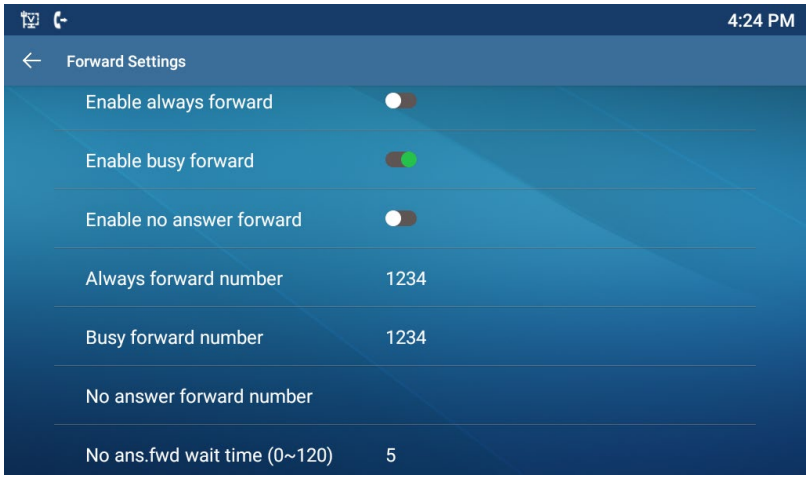
- **Enable always forward –** Forward any incoming call to the configured number.
- **Enable busy forward –** When user is busy, the incoming call will be forwarded to the configured number.
- **Enable no answer forward –** When user does not answer the incoming call after the configured delay time, the incoming call will be forwarded to the configured number.

Phone interface:

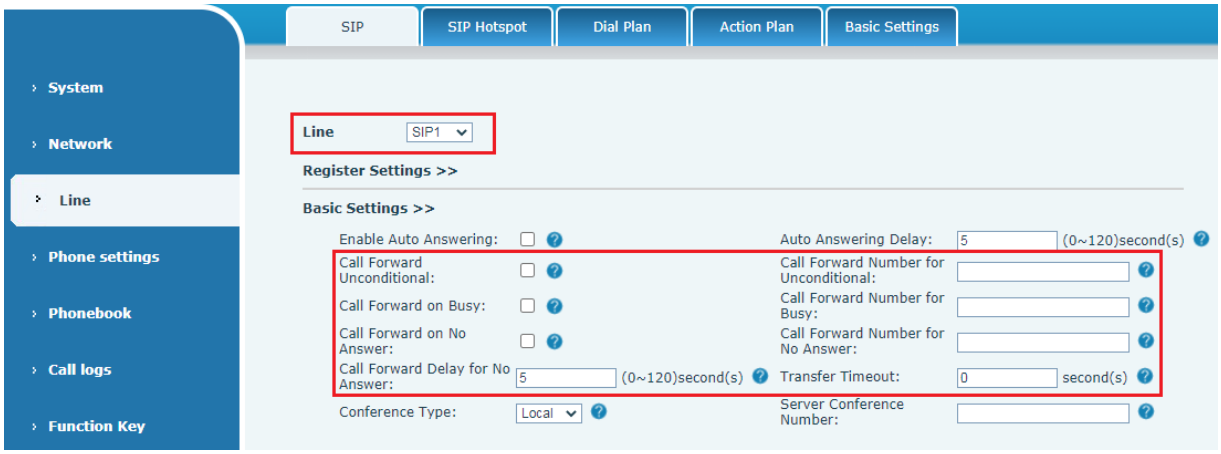
- Press **[Phone Settings] >> [Line] >> [Line 1-20] >> [Forward Settings]**.



- Enter the phone number to forward calls to and select the call forward type by tapping the slider switch and set wait time.



Web interface:
Navigate to [**Line**] >> [**SIP**], Select a [**Line**] >> [**Basic settings**], and set the forwarding type, forward number and delay time.



Call Transfer

Transfer a caller to another party one of two ways:

- Blind transfer: Transfer the call and hang up.
- Attended transfer: Transfer the call, wait for the other party to answer then hang up.

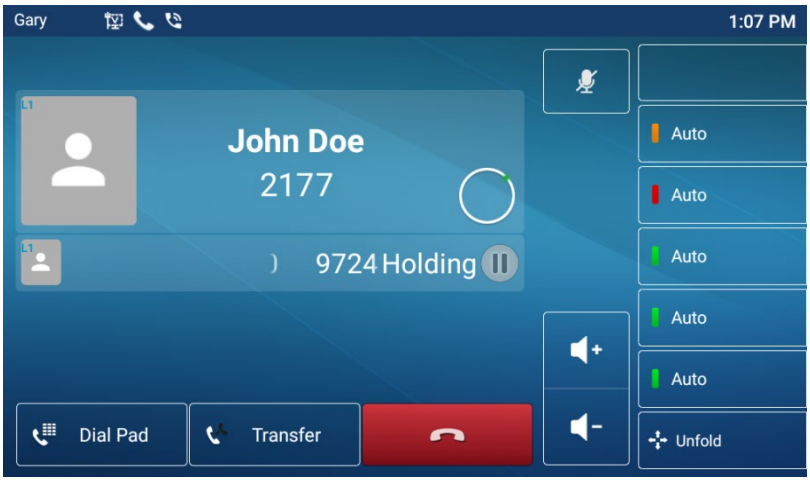
For more transfer Settings, log into the Web Interface and go to **Line >> Dial Plan**.

Blind transfer

During the call, press [**Transfer**] on the phone. Enter the number to transfer the call to, press the transfer key again and hang up.

Attended Transfer

Attendance transfer is also known as "courtesy mode", which is to transfer the call by calling the other party and waiting for the other party to answer the call. If the other party does not answer, either press the Transfer key to complete the transfer, or press the End key to cancel the transfer, then press the hold icon on screen to retrieve back the caller.



Transfer to Voicemail

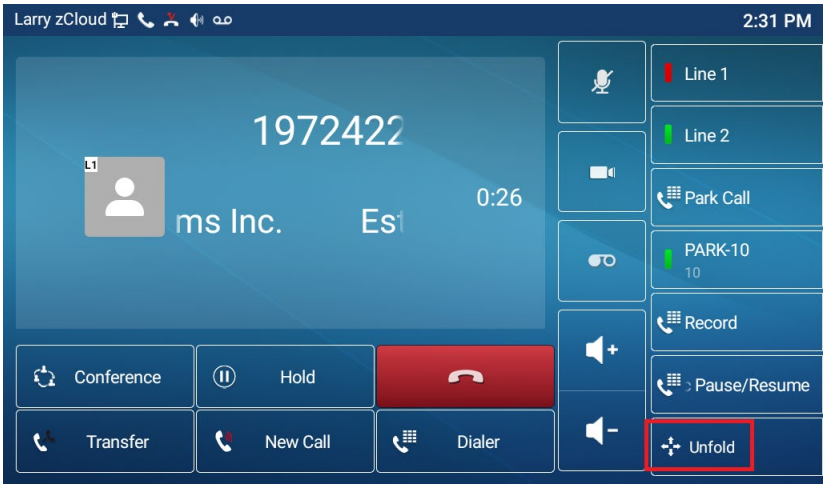
Transfer to voicemail using direct dialing

To transfer a call directly into another person's voicemail box, press the Trsf VM key and dial the destination (transfer to voicemail key can be set up by the system administrator or button mapping).

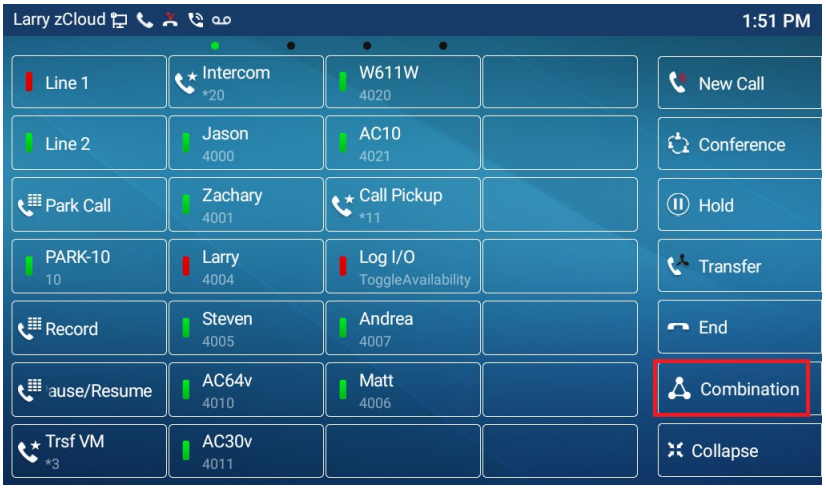
While hearing the VM greeting, press Transfer to complete the transfer.

Transfer to voicemail using DSS keys

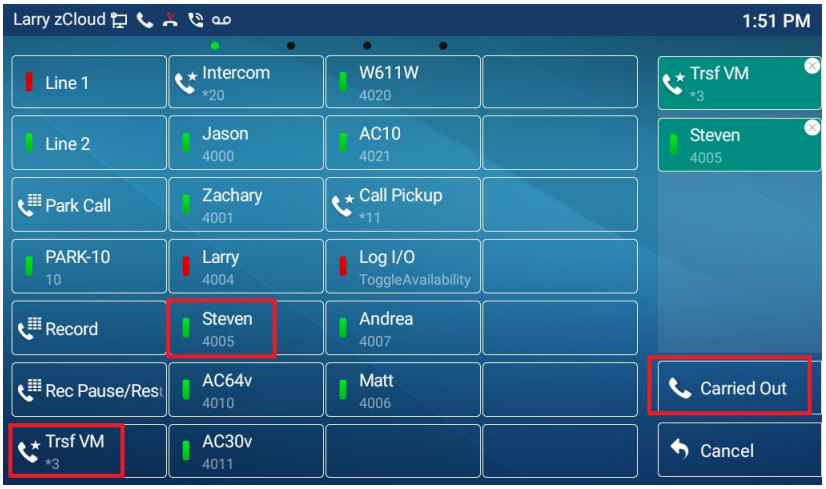
Press the Unfold key to display all of the buttons



Press the Combination key



Then press Trsf VM key, Destination DSS key, and Carried Out (Steven at X4005 in this Example.



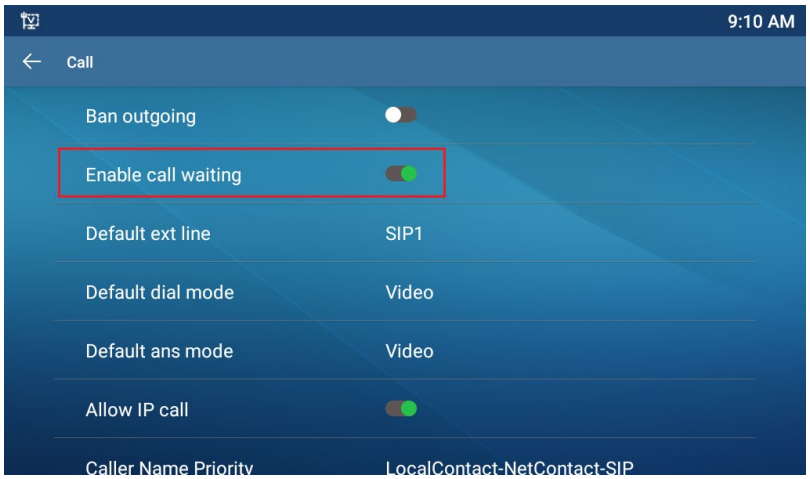
While hearing the voicemail greeting, press Transfer to complete the transfer

Call Waiting

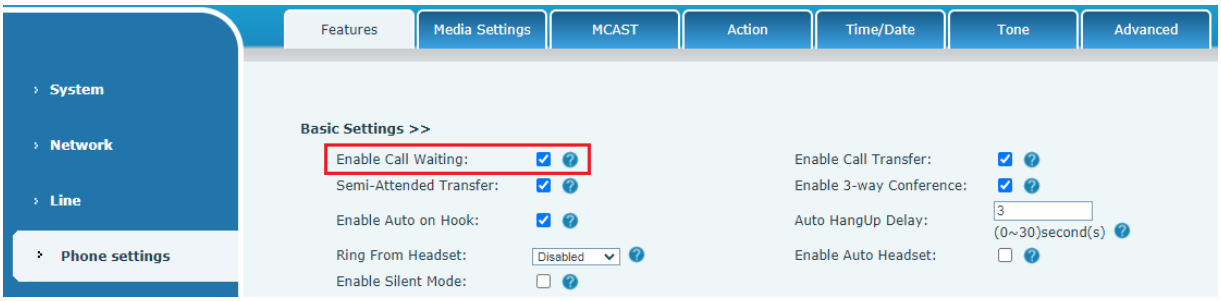
- Enable call waiting: New calls can be accepted during a call.
- Disable call waiting: New calls will be automatically rejected and a busy tone will be prompted.
- Enable call waiting tone: When you receive a new call on the line, you will hear a tone.

The user can enable/disable the call waiting function in the phone interface and the Web interface.

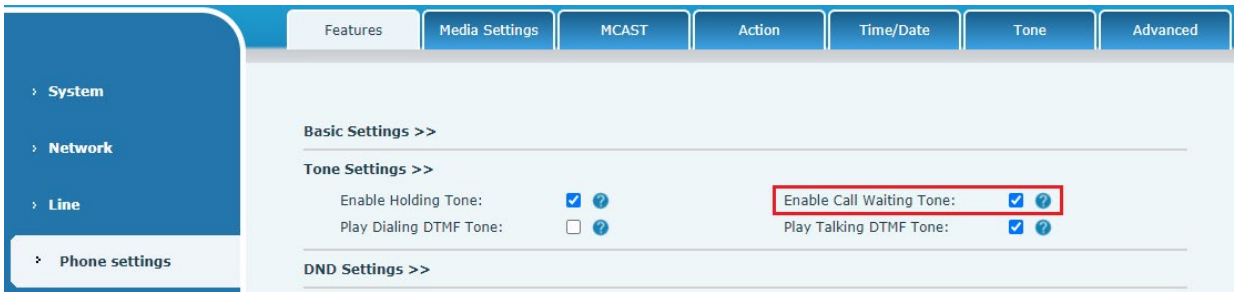
Phone interface:
Navigate to **[Phone Settings] >> [Call]** and tap **Enable Call Waiting** slider switch to enable call waiting.
Navigate to **[Phone Settings] >> [Sound] >> [Tone]** and Enable call waiting tone.



Web interface:
Go to [**Phone Settings**] >> [**Features**] >> [**Basic Settings**] and check **Enable Call Waiting**.



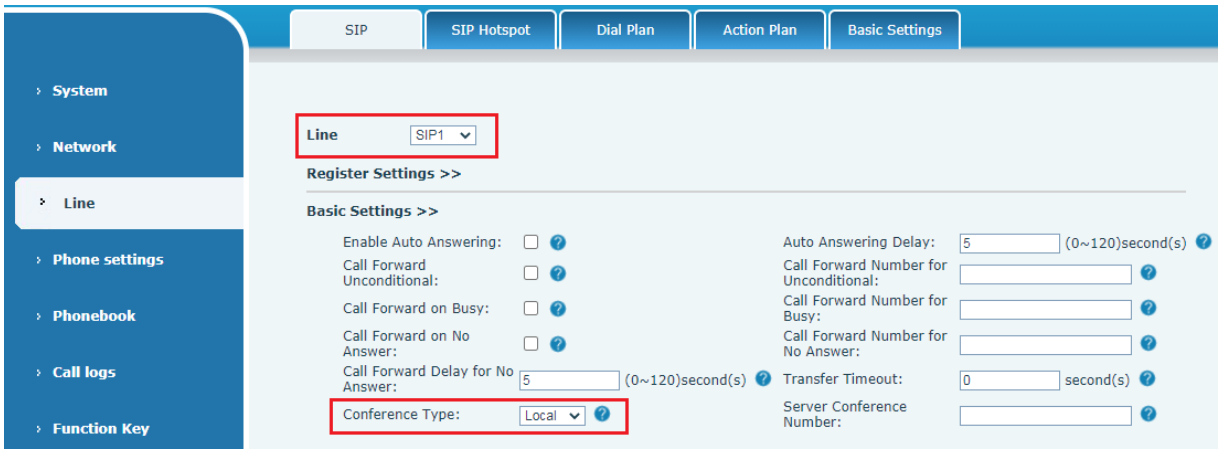
Go to [**Phone Settings**] >> [**Features**] >> [**Tone Settings**] and check **Enable Call Waiting Tone**.



Conference

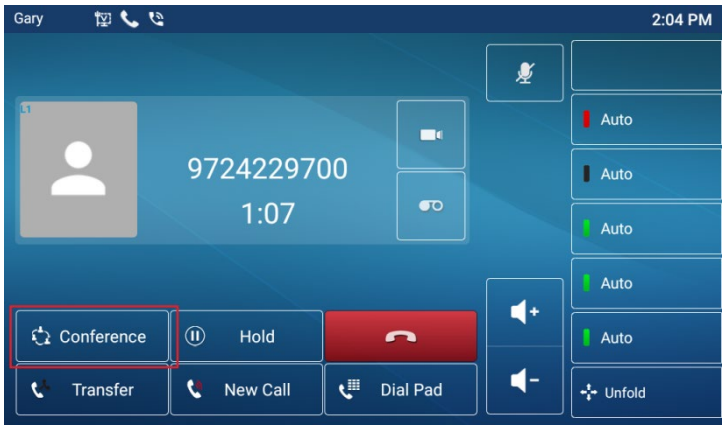
Local Conference

To conduct local conference, the user needs to log in the Web interface and enter [**Line**] >> [**SIP**] >> [**Basic settings**] and select a line to modify. The meeting mode is set as local (the default is local mode), as shown in the figure:

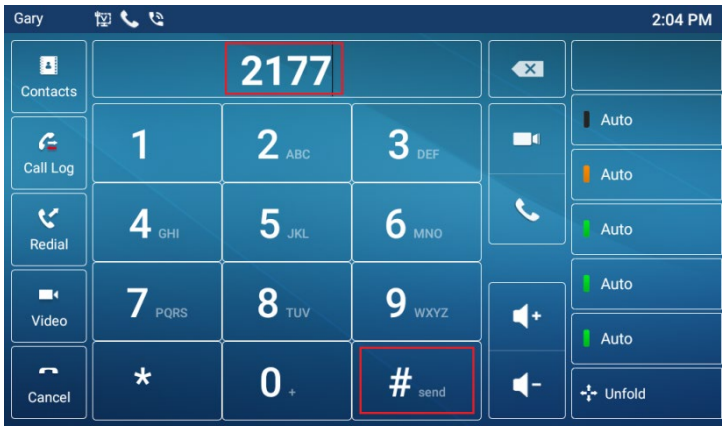


Make a call to another party. When the party answers, press **Conference**, dial another party and press **Send (#)**. When the call is answered, press **Conference** to establish a three party conference.

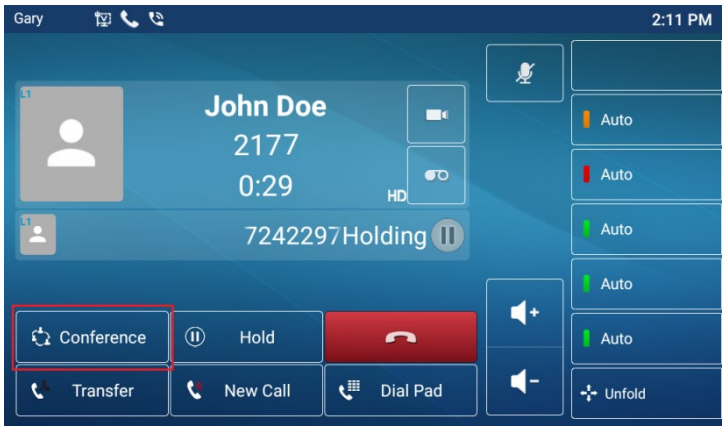
- Call the first party. Press conference.



- Call the second party



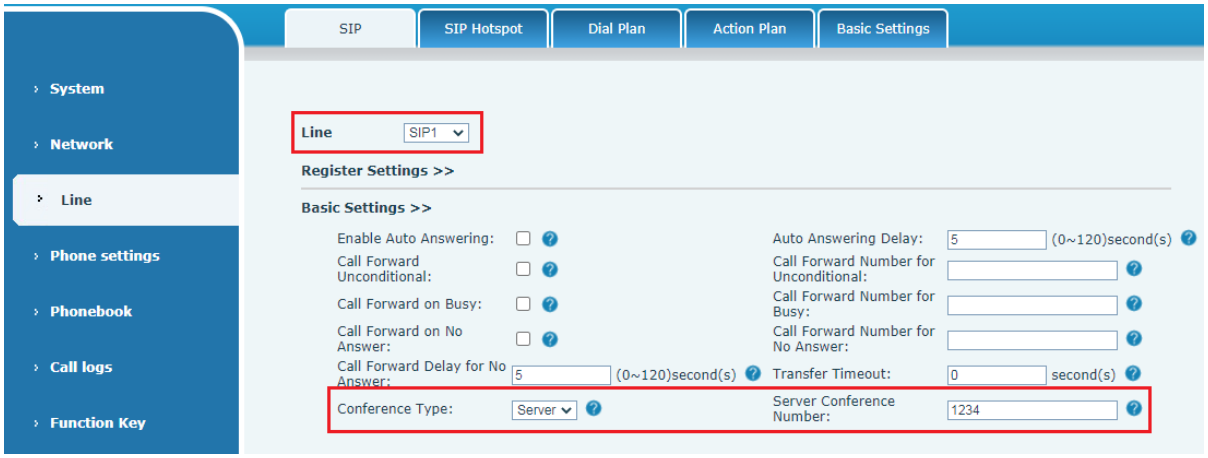
- Press Conference to establish the three party conference



Network Conference

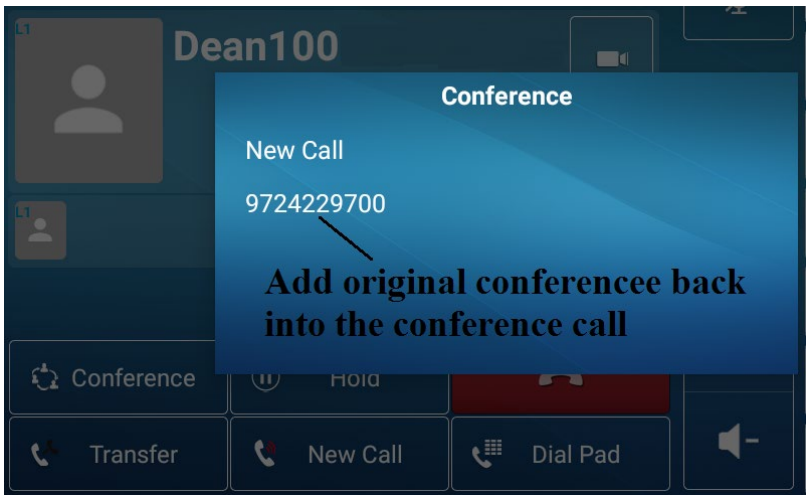
Users need server support for network conference.

Log in the Web interface, enter [**Line**] >> [**SIP**] >> [**Basic settings**], select a line to modify and set the Conference Type as **Server** from the drop down list. Set the server conference room number (consult your system administrator), as shown in the figure:

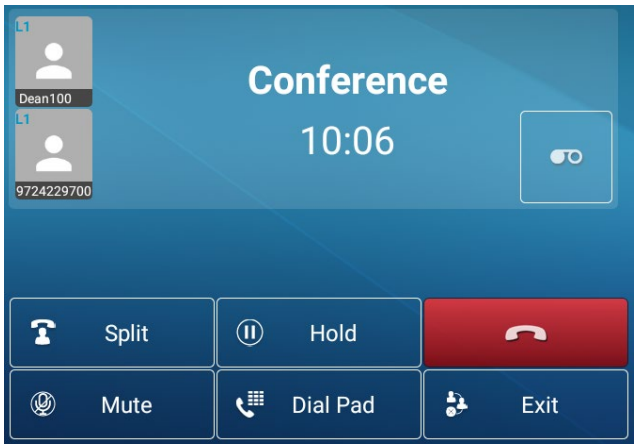


Method to join a network conference:

- All conference participants will call the number of the network conference room, enter the password, then all participants will be joined to the conference.
- If someone calls one of the participants, the participant can press the conference key to invite the caller to the conference. Follow the voice prompt to operate.
  - While on a conference, select the incoming call onscreen, and answer the incoming call by tapping the answer key . You are now connected to new caller.
  - Tap Conference and add the original conference back into the conference as shown in the figure below.



Conference resumes with new caller added as shown below.



Note: The number of participants in the network conference varies according to the server limits.

Call Park

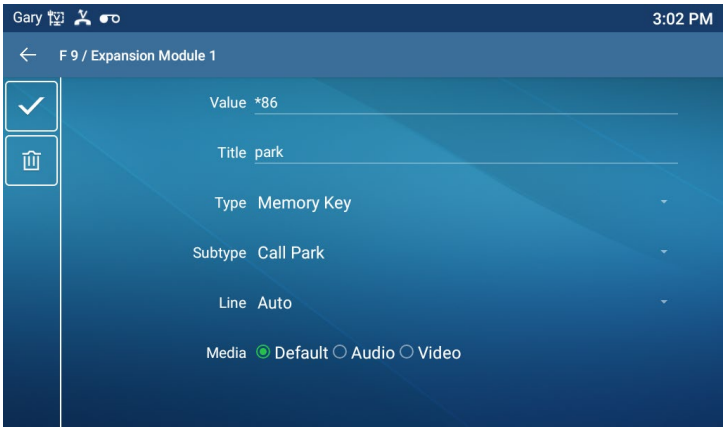
Call Park requires server support. Consult your system administrator for support.

- When on a call, if it is not convenient to answer the phone at that time, press the configured call park key to hold the call.
- After the Call Park is successful, the call can be retrieved by any extension in the office by dialing the park number (i.e. 10#, 11#). Or a presence key can be programmed to pick up a parked call. Program a presence key as park 10 by giving a value of 10, as an example. Now you can see the status of park 10 and press the key to pick up the parked call.

How to set the call park key:

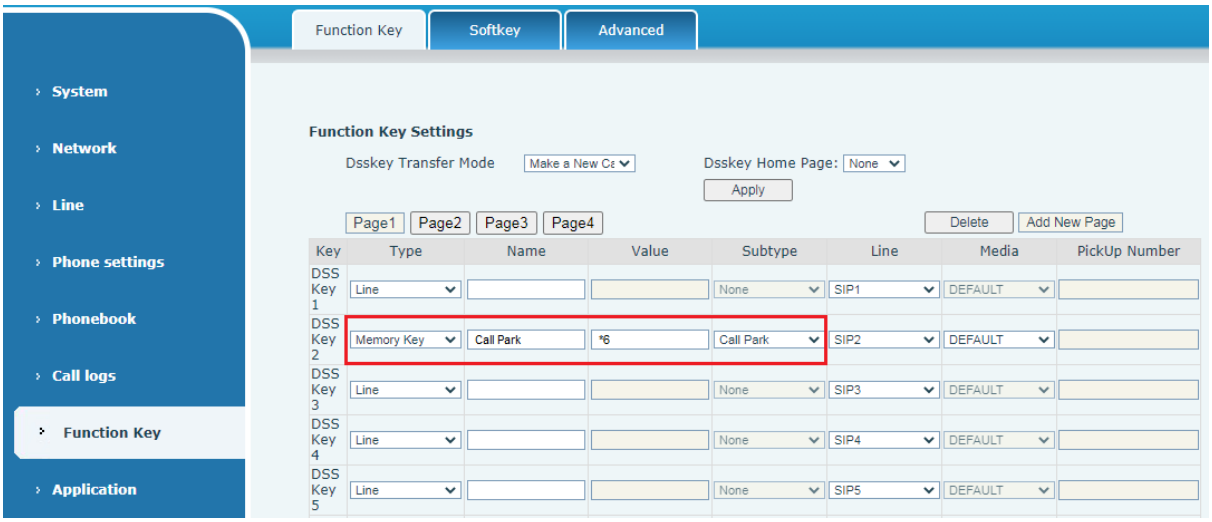
Phone interface:

- Long press a function key to enter the function key Settings interface, or go to **[Phone Settings] >> [Key] >> [SoftDssKey]** and select the DSS key to be programmed.
- Set the type as a **Memory Key** and the subtype as **Call Park**.
- Set the value as the call park feature code of the server.
- Tap when done.



Web interface:

- Log in the Web interface and navigate to [**Function Key**] >> [**Function Key**].
- Select a DSSkey, set the key type as **Memory Key**, the subtype as **Call Park**, set the value as the call park feature code of the server, and set the corresponding SIP line.



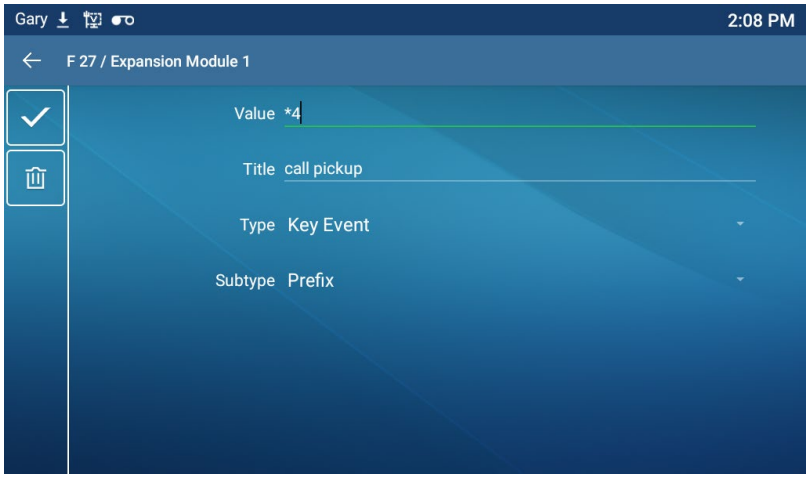
Pick Up

Pick up requires server support. Consult your system administrator for support.
Use the Pick Up function to answer incoming calls from other users. The phone can pick up incoming calls by configuring a key type of Key Event, subtype as Prefix with a value of your pickup code.

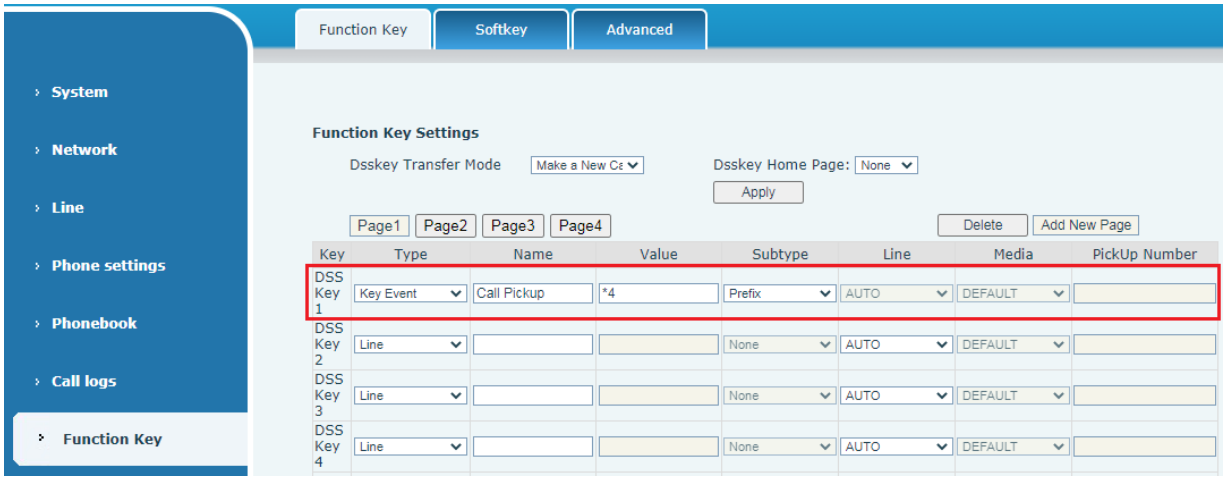
It works is as follows:

- A call rings to another phone.
- Press the Function key that is configured as a Call pickup key to pick up the other phone.

Phone interface:
Navigate to **[Phone Settings] >> [Key} >> [SoftDssKey]**, and select the DssKey to be programmed. Or long press an available DSS key. Set key type as **Key Event**, set subtype as **Prefix**, and set the value to your pickup code. Tap when done.



Web interface:
Log into the phone Webpage and navigate to [**Function Key**] >> [**Function Key**] page. Select a DssKey, set the key type as Key Event, the subtype as Prefix, and set the value to your pickup code. Click **Apply**.



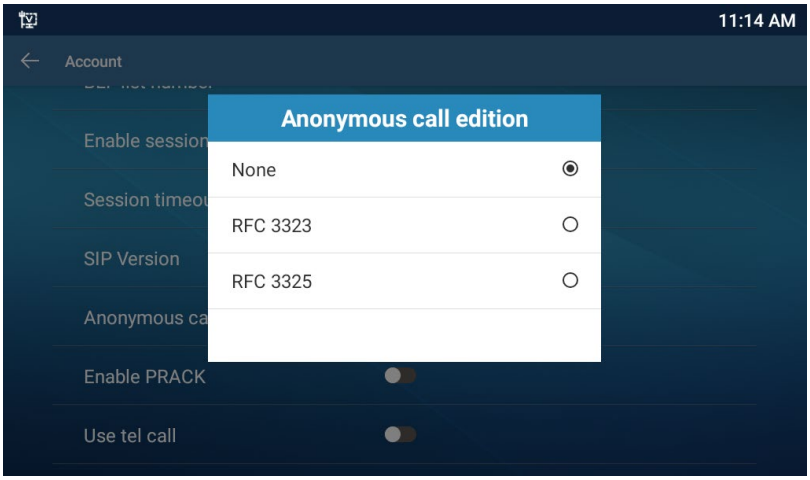
Anonymous Call

Set up Anonymous Calling

The phone can set up anonymous calls to hide the calling name and number.

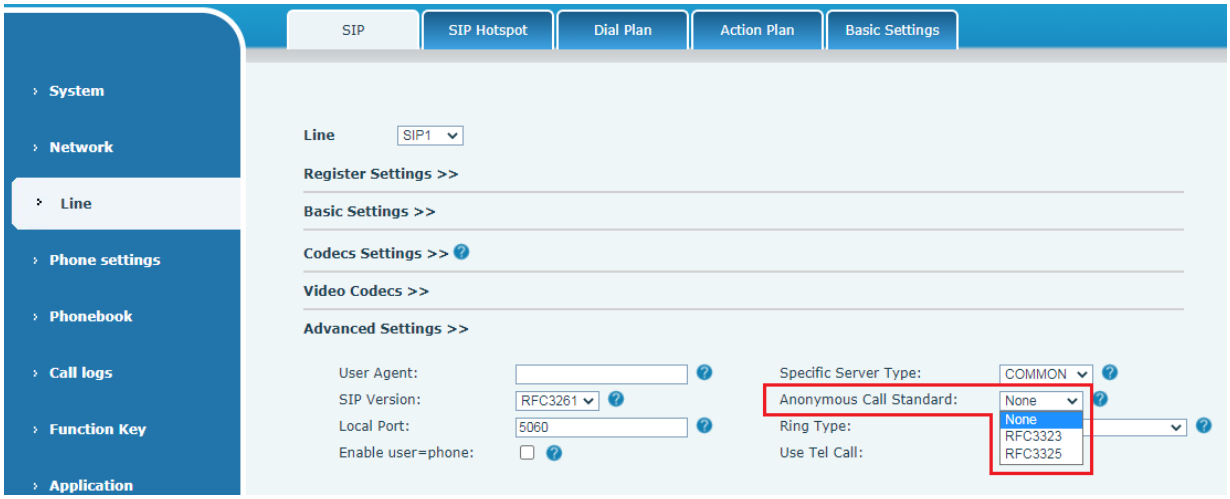
Phone interface:

- Navigate to **[Phone Settings] >> [Line] >> [Line** 1-20**] >> [Advanced Settings] >> [Anonymous Call Edition]**.
- Select an Anonymous Call Edition option. The default is none, which is off, and RFC3323 and RFC3325 are optional.

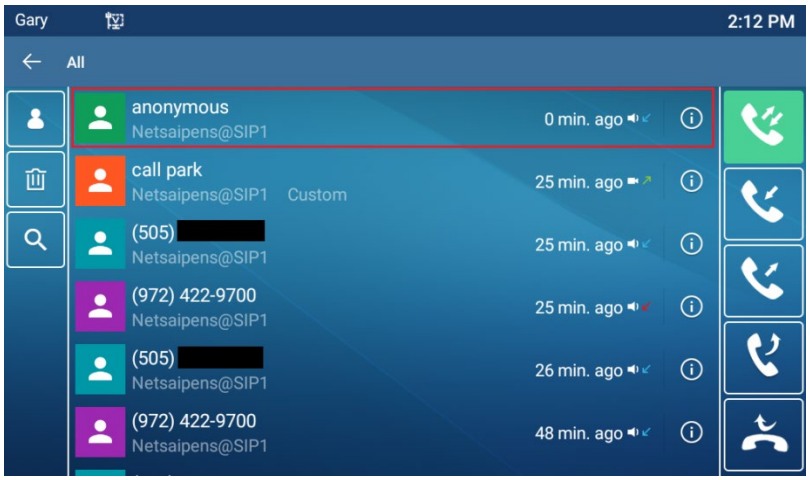


Web interface:

- On the Webpage, navigate to [**Line**] >> [**SIP**] >> select the SIP line to configure >> [**Advanced Settings**].
- Choose an Anonymous Call Standard, which are None, RFC3323 and RFC 3325.
- Click **Apply**.



The following is an anonymous call received by the phone.

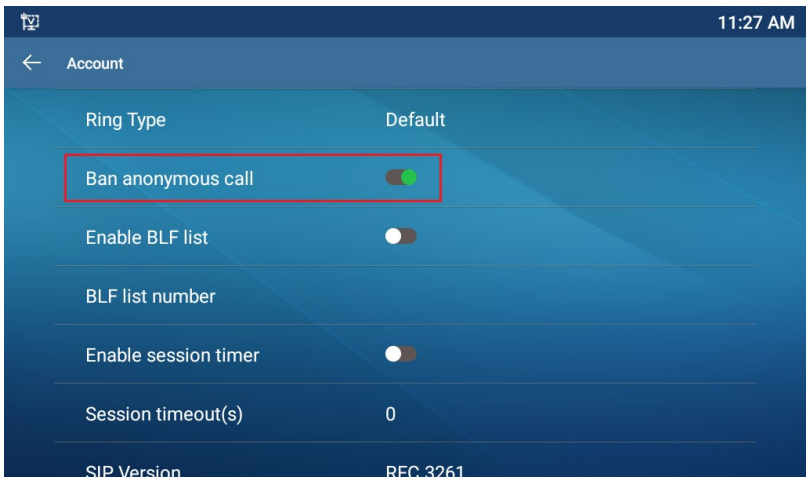


Ban Anonymous Call

The ePhone8 can be set to prohibit anonymous calls, that is, incoming anonymous calls will be rejected.

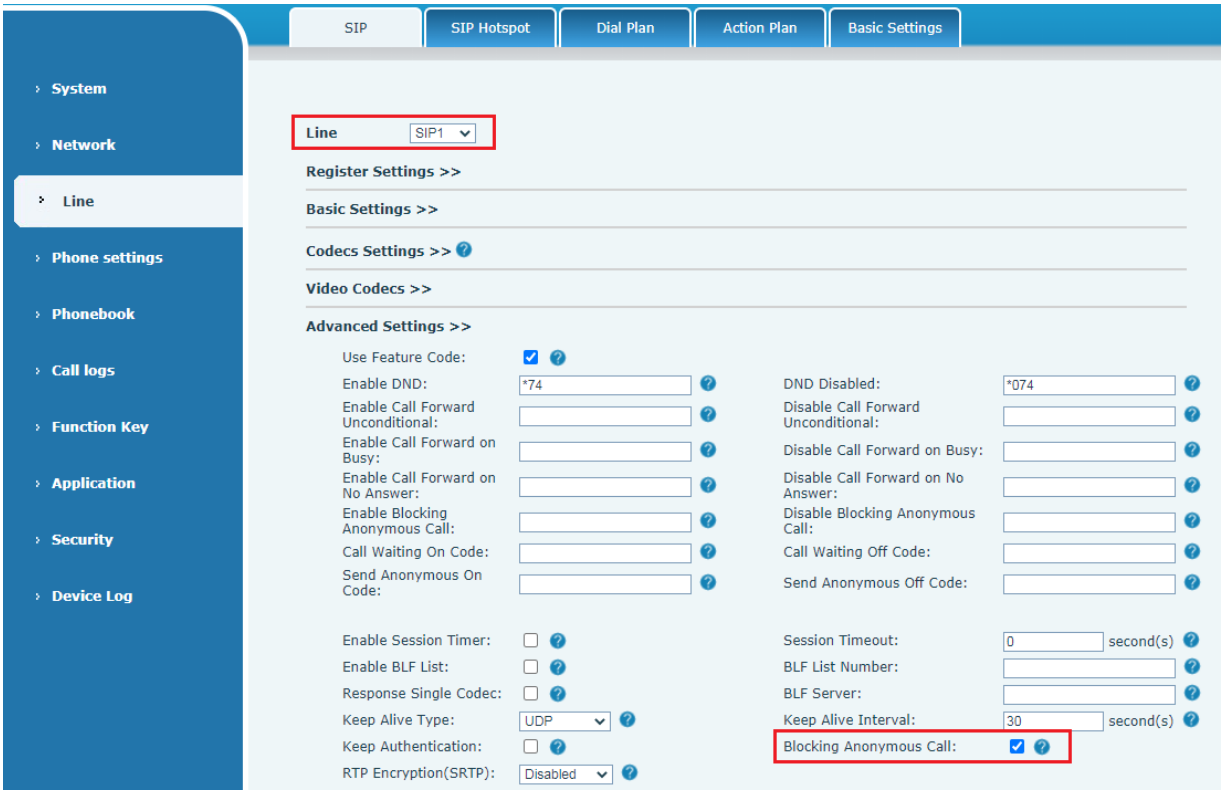
Phone interface:

- Navigate to **[Phone Settings] >> [Line] >> [Line 1-20] >> [Advanced Settings] >> [Ban anonymous call]**.
- Tap the slider switch to enable anonymous call.



Web interface:

- On the Webpage go to [**Line**] >> [**SIP**] >> [**Advanced Settings**], and check **Blocking Anonymous Calls**. Don't forget to select the affected line from the **Line** drop down box.

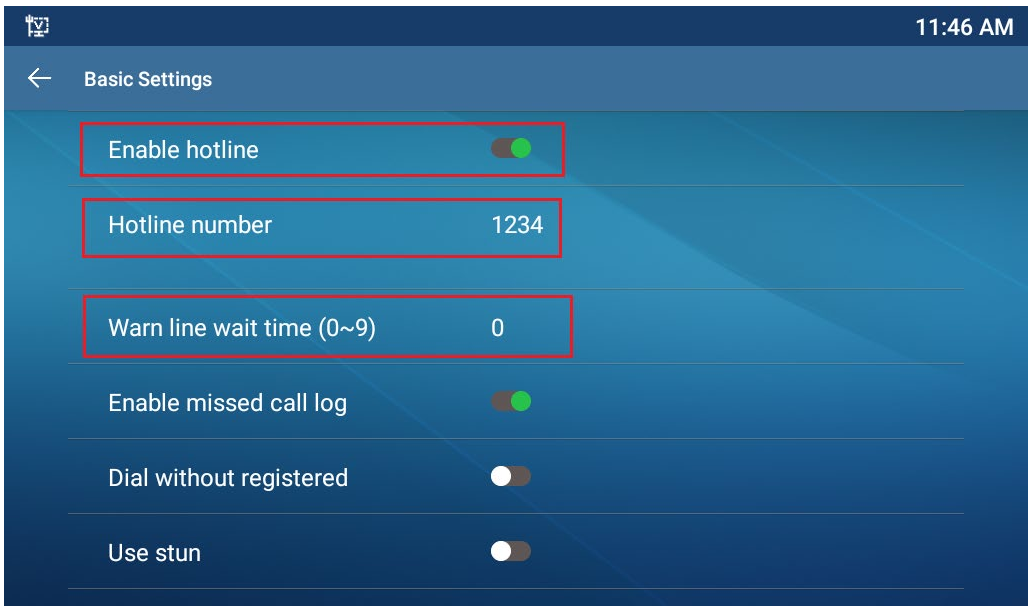


Hotline

The ePhone8 supports hotline dialing. After setting up the hotline dialing, directly pick up the handset, hands-free, headset, etc., and the phone will automatically call according to the hotline delay time.

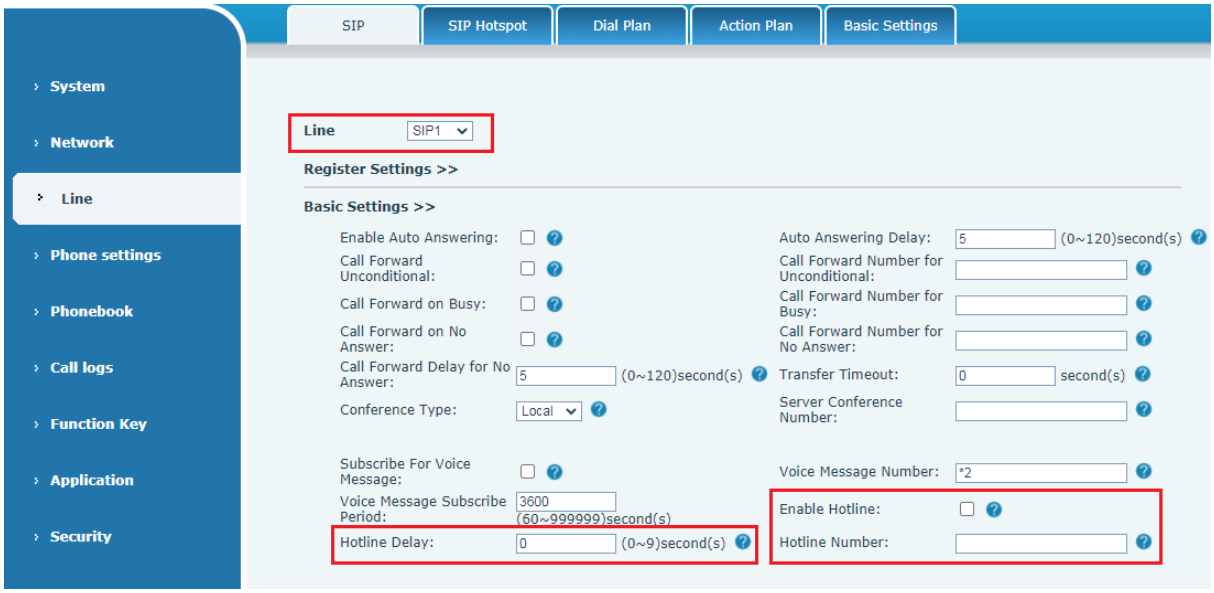
Phone interface:

- Navigate to **[Phone Settings] >> [Line] >>[Line 1-20] >> [Basic Settings]** and tap the **Enable Hotline** slider switch to enable Hotline. (Set the hotline for each SIP line, which is off by default).
- Enter the **Hotline Number**.
- Set the **Warn line wait time** of the hotline.



Web interface:

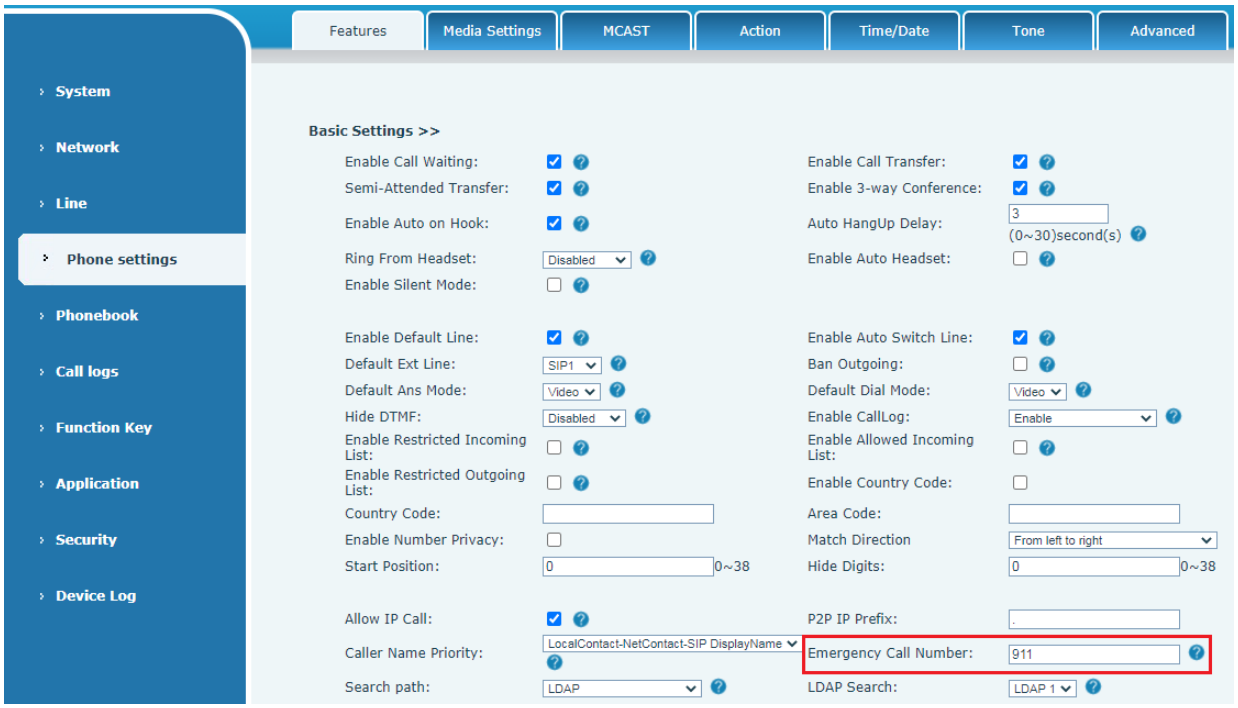
- Log into the phone Webpage and go to [**Line**] >> [**SIP**] >> [**Basic Settings**].
- Select a line, check **Enable Hotline**, set Hotline Number, set Hotline Delay and click **Apply**.



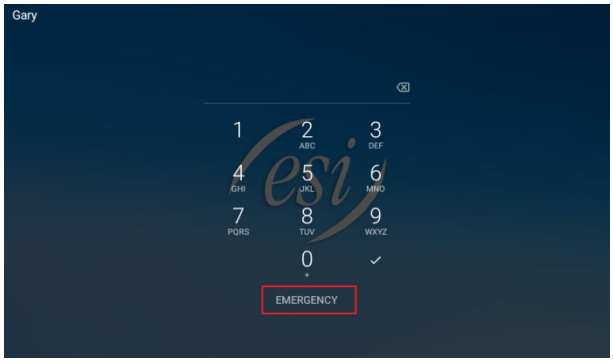
Emergency Call

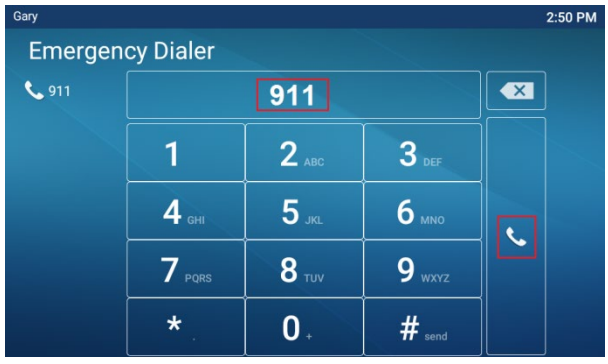
The emergency call function is used in conjunction with the keypad lock. Users can set an emergency call number on the phone. Users can also call emergency services when phone is locked.

- Log in the phone page, enter [**Phone Settings**] >> [**Features**]>> [**Basic Settings**], set the Emergency Call Number.



- When the phone set the keyboard lock, you can call the emergency call number without unlocking, as shown in the figure:
  - When the screen is locked, swipe up from the bottom of the screen and tap EMERGENCY.
  - Dial the emergency number (911 in this example) and tap .





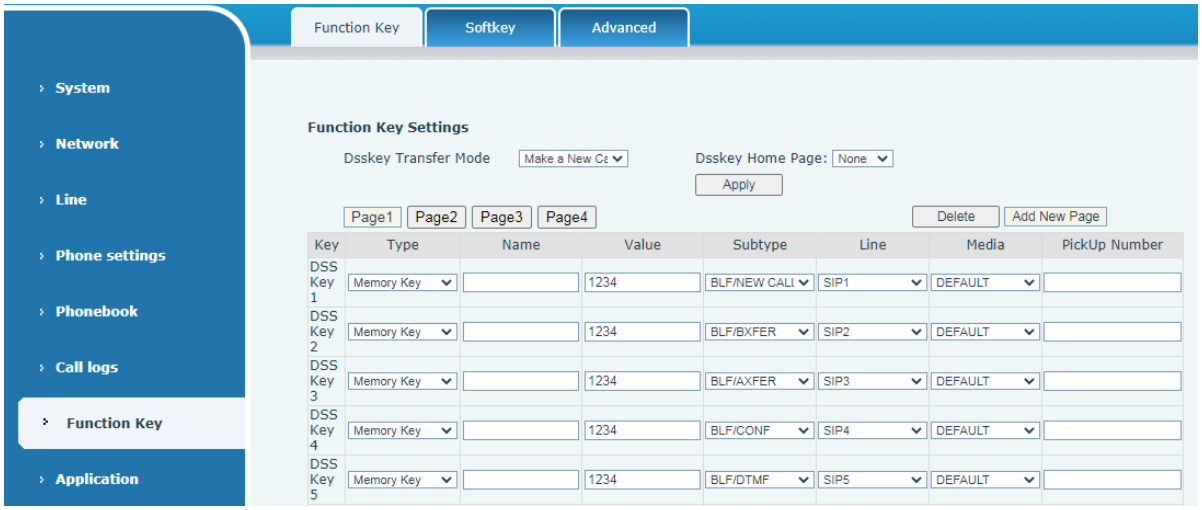
Advance Function

BLF (Busy Lamp Field)

Configure the BLF Functionality

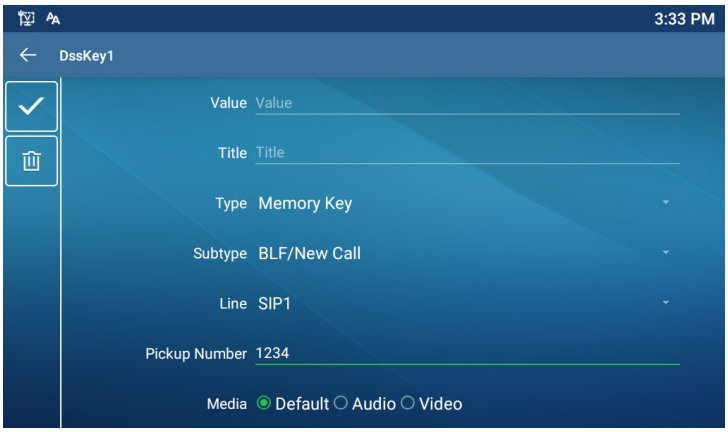
Web interface:

- Log into the phone Webpage and navigate to [**Function key**] >> [**Function key**] page and select a DSS key.
- Set the function key type as a **Memory Key**.
- Choose subtype among BLF/NEW CALL, BLF/BXFER, BLF/AXFER, BLF/CONF.
- Set BLF/DTMF value as the pickup number to be subscribed to the SIP line. The pickup number is provided by the server. Refer to Pick Up section.



Phone interface:

- Long press a DSS key to program the key, or go to [**Phone Settings**] >> [**Key**]>> [**SoftDssKey**]. Select the SoftDssKey to program.
- Set the key Type to Memory Key. Set the subtype to BLF/NEW CALL, BLF/BLIND TRANSFER, BLF/ATTENDED TRANSFER, BLF/CONFERENCE, BLF/DTMF, or PRESENCE.
- Tap to save.



Subtype	Standby is described	Calling is described
BLF/NEW CALL	Press this BLF key while on standby to dial the subscriber number.	When you press this BLF key while talking to another user, you create a new call along with the subscribed number.
BLF/Blind Transfer	Press this BLF key while on standby to dial the subscriber number.	When you press this BLF key while talking to another user, you blind transfer the call to the subscribed number.
BLF/Attended Transfer	Press this BLF key while on standby to dial the subscriber number.	When you press this BLF key while talking to another user, you attendance transfer the call to the subscribed number.
BLF/Conference	Press this BLF key while on standby to dial the subscriber number.	When you press this BLF key while talking to another user, you invite the subscriber number to join the meeting.
BLF/DTMF	Press this BLF key while on standby to dial the subscriber number.	When the BLF key is pressed while talking to another user, the phone automatically sends the DTMF that corresponds to the BLF key number.

BLF Function

BLF (busy lamp field) notifies the user of the status of the subscribed object and is used by the server to pick up the call. BLF helps a user to monitor other user's status (idle, ringing, talking, off).

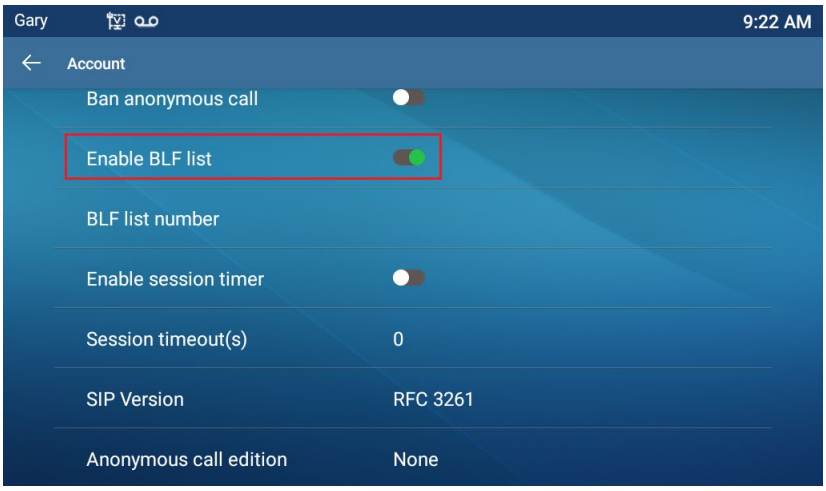
BLF function:

- **Monitor the status of subscribed phones**.
  When the state of another extension changes (idle, ringing, talking), the color of the function key associated with that extension will change.
- **Call the subscribed number**.
  When the phone is in standby mode, press the configured BLF key to call to the subscribed number.
- **Transfer call to the subscribed number**.
  The BLF key can be used for blind rotation, attention-rotation and semi-attention-rotation of the current call, and can also invite the subscribed number to join the call and send DTMF, etc.
- **Pick up incoming calls from a subscribed number.**
  When configuring a BLF function key, configure the pickup number. When a subscribed number telephone is ringing, the key associated with that extension will turn red. At this point, press the BLF key to answer the incoming call from the subscribed number.

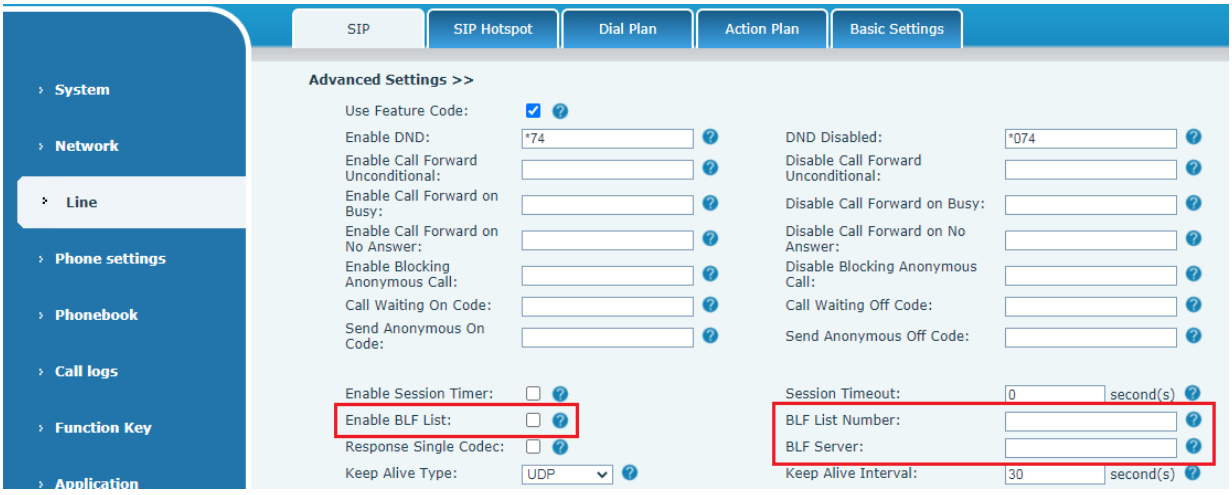
BLF List

A BLF List Key places a number to be subscribed into a group on the server side. The phone uses the URL of this group to make unified subscription. The specific information, number, name and status of each number can be resolved based on the notification sent from the server. An available Memory Key will need to be set to a **BLF List Key**. If the state of the subscription object changes later, the corresponding led light state will change.

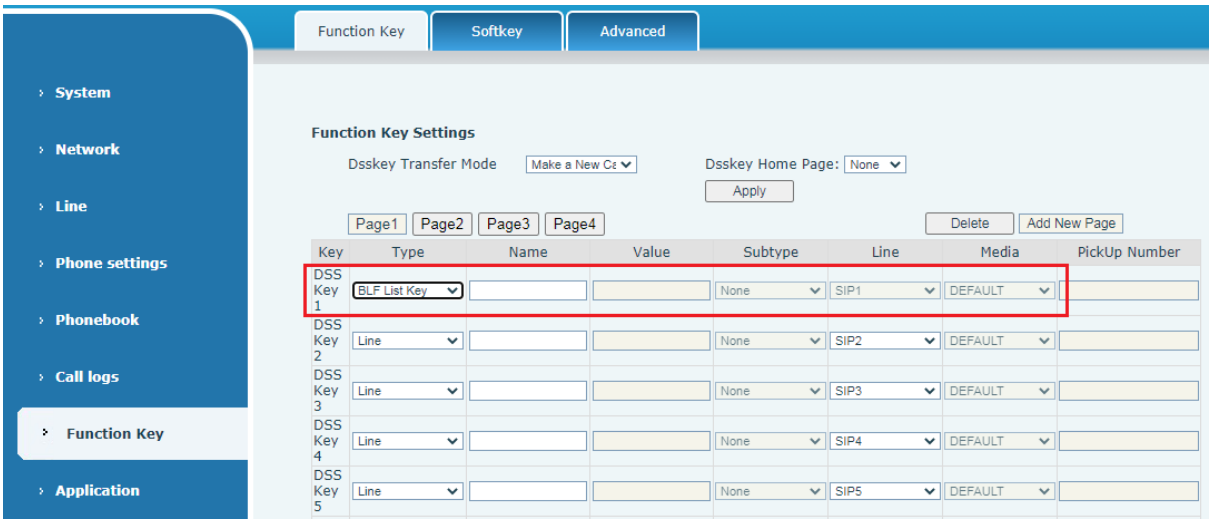
Phone interface:
To enable BLF List Key, go to [**Phone Settings**] >> [**Line**] >> [**Line** 1-20] >> [**Advanced Settings**] and enable **Enable BLF List**.



Web interface:
To configure BLF List function, log into the phone page and go to [**Line**] >> [**SIP**] >> [**Advanced settings**] page, check **Enable BLF List** and configure the BLF List number.



Next, set an available DSS feature key as a BLF List Key either through the phone or the Web interface.



When the configuration is complete, the phone will automatically subscribe to the contents of the BLF List group. Users can monitor, call and transfer the corresponding number by pressing the BLF List key.

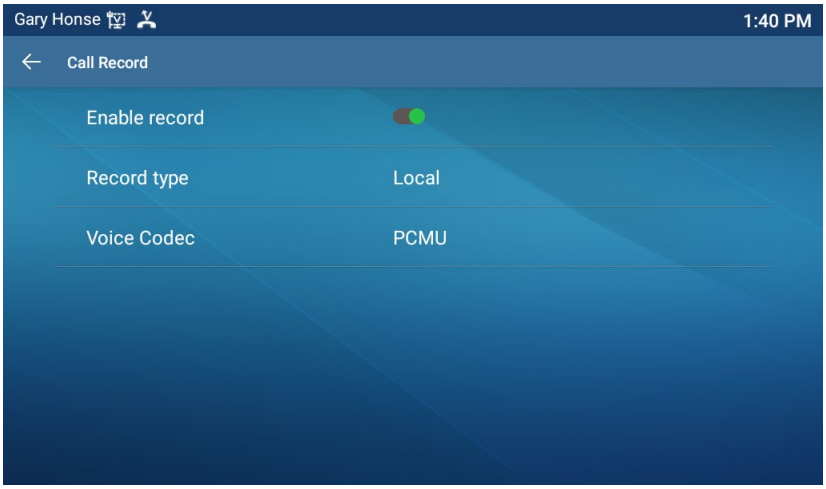
Record

The ePhone8 supports recording during a call.

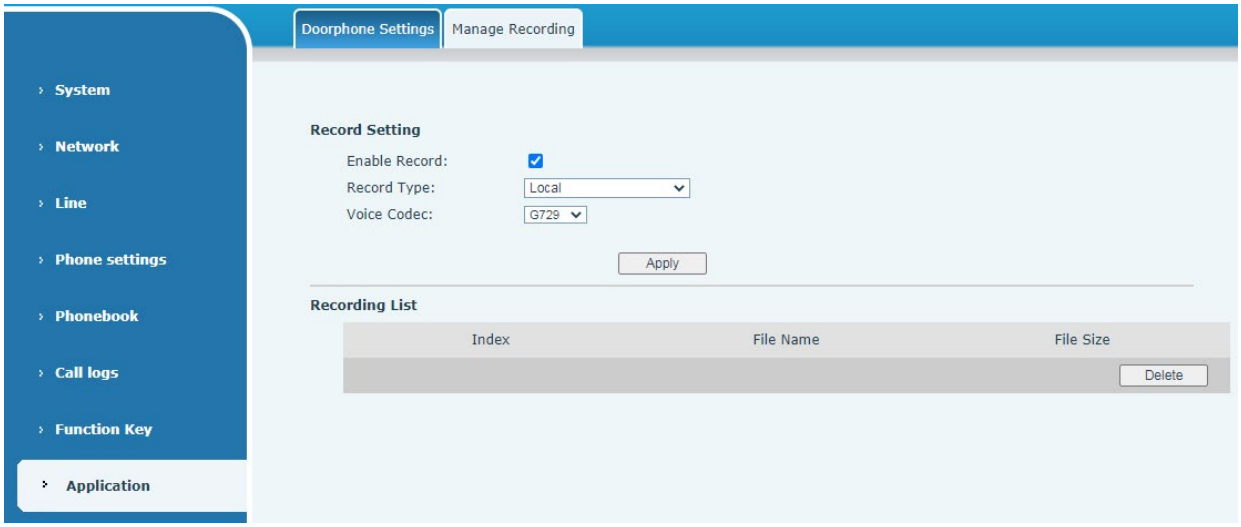
Local Recording (USB flash drive required)

Local recording is supported when a USB flash drive is mounted.

Phone interface:
Go to [**Phone Settings**] >> [**More…**] >> [**Call Record**] and set **Enable Record**, **Record Type** and **Voice Codec**.



Web interface:
To enable recording go to [**Application**] >> [**Manage recording**], check **Enable Record**, select the Record Type as **Local**, and set the **Voice Codec**.



Local recording steps:

- Plug the USB drive into the USB port of the phone and power up phone.
- Format the USB drive by tapping the Apps icon , Settings , Storage , select the USB drive, tap **SET UP**, then **FORMAT USB DRIVE**. Tap the **Done** key when formatting is complete.
- When a call is established, tap the Record DSS key or the Record icon shown below.
- Recording stops when the Record key is tapped again or the call ends.

View local recording:

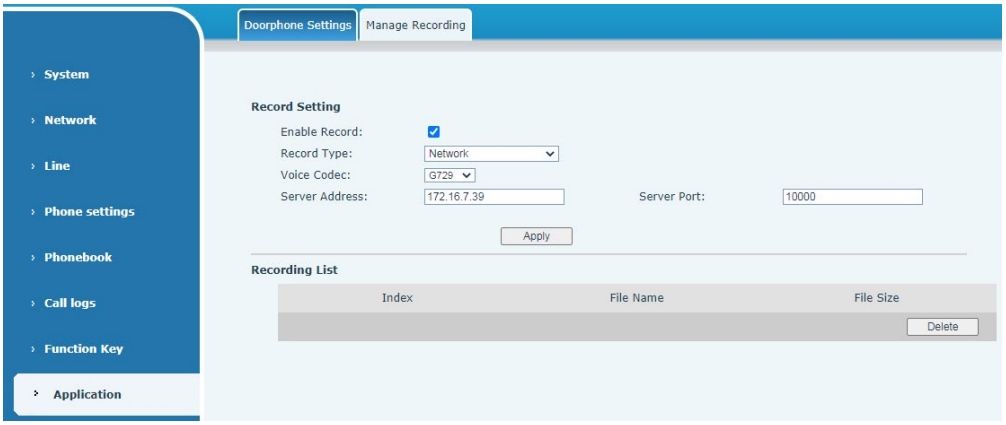
- From the phone screen, tap Apps icon >> Settings >> **Storage** >> **Files** >> **Records** and view the Recording files.
- Or log into the Web Interface and go to [**Application**]>> [**Manage recording**] to view the recording files.

Listen to the recording:

- From the phone screen, tap Apps icon >> Settings >> **Storage** >> **Files** >> **Records** and view the Recording files.
- Select the recording file that you want to listen to, and click the "play" key of Soft key to listen to the recording.

Server Recording

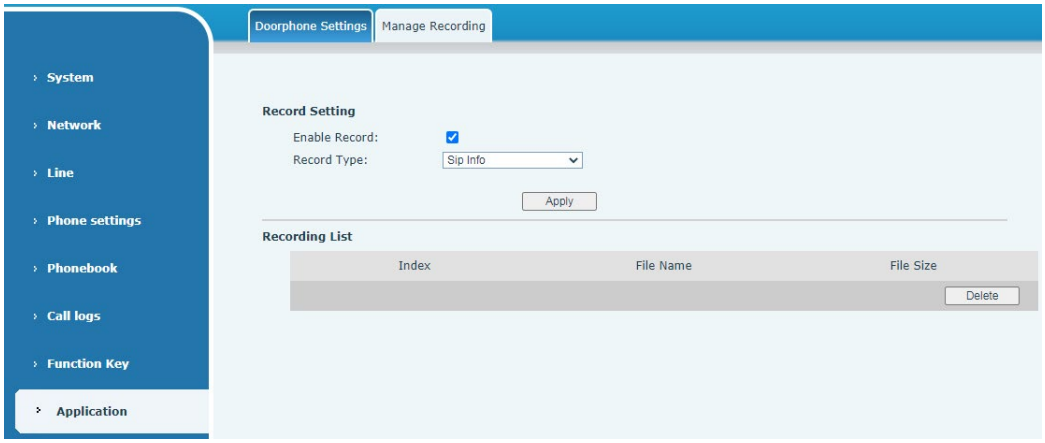
Web interface:
When using the network server to record, it is necessary to enable recording in the phone Web interface. Go to [**Application**] >> [**Manage Recording**]. Check **Enable Record**, select **Network** as Record Type, set the address and port of the recording server, and select the voice codec.



SIP INFO Recording

The phone can be registered with a server that supports SIP INFO recording. Set up a server account then enable the feature in the phone as follows.

Web interface:
Go to [**Application**] >> [**Manage recording**], check Enable Record and set Record Type to **SIP Info**.



Agent

When multiple people use an ePhone8 for Agent services at different times, they can quickly register their SIP account on the same server. The Agent functions of the phone can be divided into Normal and Hotel Guest. The Hotel Guest mode requires server support.
The SIP server needs to be configured before the account can be configured.

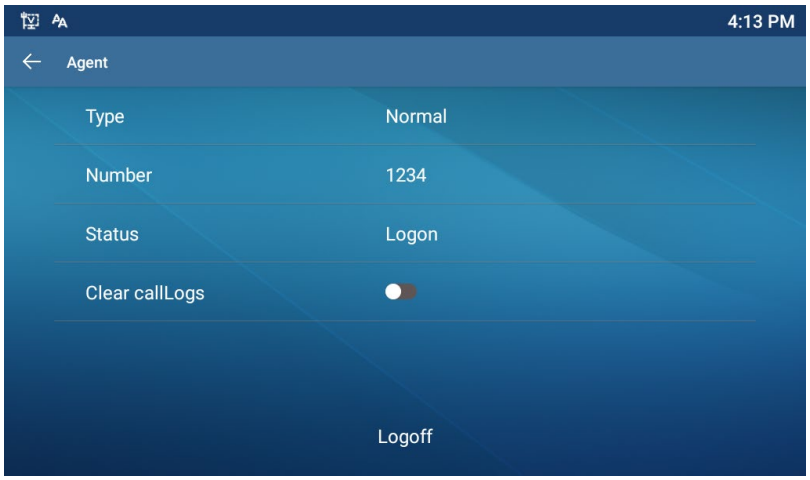
Set an available DSS function key Type as Key Event, and Subtype as Agent.

Press the DSS function key that was just programmed, or go to [**Phone Settings**] >> [**More…**] >> [**Agent**] to view the agent page.

Parameter	Description
Normal mode	
Number	Set the proxy account number.
User	Set the proxy account number to verify the user name.
Password	Set the proxy account number to verify the password.
Line	Select the SIP line.
CallLog	Users can choose to save all types, or delete.
Hotel Guest mode	
Number	Set the proxy account number.
Password	Set the proxy account number to verify the password.
Line	Select the SIP line.
CallLog	Users can choose to save all types, or delete.
Status	The user can select the status of the number, the optional status is: login, logout, invalid, valid, SMS.

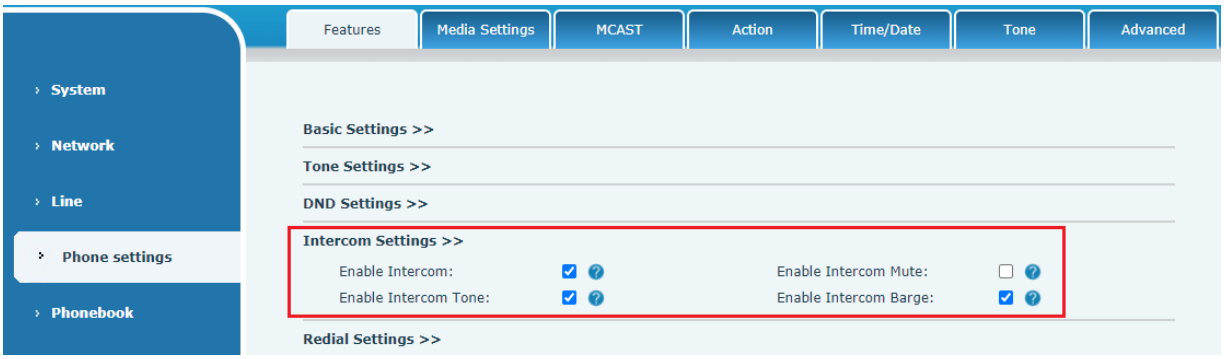
Using agent functions:

- Set the Type, Number, Username, Password, then tap **Logon**. The phone will register to the SIP server.
- Tap **Logoff** and the phone will delete the username and password and log off of the SIP account.



Intercom

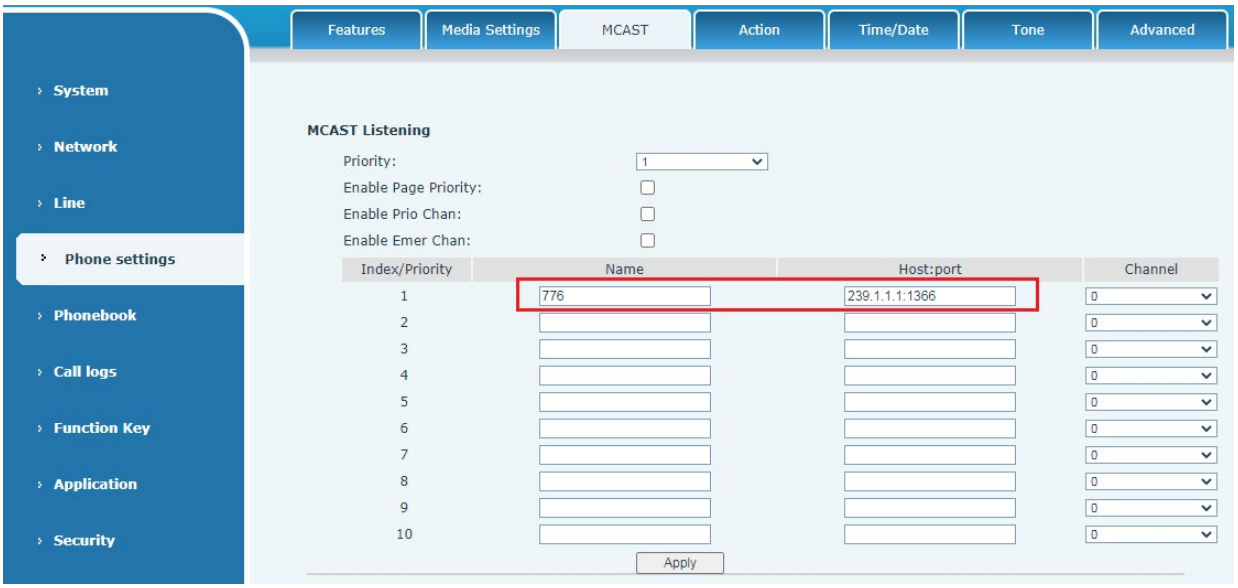
When Intercom is enabled, the ePhone8 can automatically receive calls from the intercom.



Parameter	Description
Enable Intercom	When intercom is enabled, the ePhone8 will accept the incoming call request to automatically answer the call after specific delay.
Enable Intercom Mute	Enable mute mode during the intercom call.
Enable Intercom Tone	If the incoming call is an intercom call, the phone will play the intercom tone.
Enable Intercom Barge	The phone auto answers the intercom call while on a call. If the current call is an intercom call, the phone will reject the second intercom call.

MCAST (Multicast)

This feature allows a user to make a broadcast call to people who are in the multicast group. User can configure a multicast DSS Key on the phone, which allows user to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address without involving SIP signaling. User can also configure the phone to receive an RTP stream from a pre-configured multicast listening address without involving SIP signaling. User can specify up to 10 multicast listening addresses.



Parameters	Description
Priority	Define the priority of the active call, 1 is the highest priority, 10 is the lowest.
Enable Page Priority	The voice call in progress shall take precedence over all incoming paging calls.
Name	Listened multicast server name
Host: port	Listened multicast server's multicast IP address and port.

Multicast:

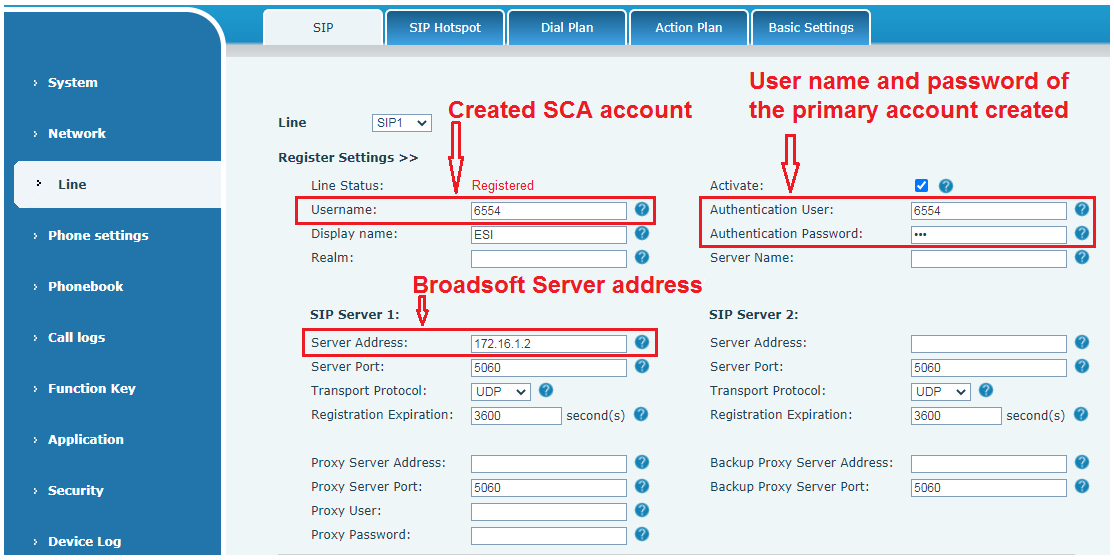
- Log in to the phone Webpage and navigate to [**Function Key**] >> [**Function Key**].
- Set the following:
  - Type: Select MCAST Paging or MCAST Listening.
  - Name: Type the name for the key.
  - Value: Set the IP address.
  - Subtype: Select the Codec to use.
- Click Apply.
- Go to [**Phone Settings**] >> [**MCAST**] and set the Name, and Host:port of the receiving multicast.
- Press the Multicast DSS key which was set earlier.
- Receiving end will receive multicast call and play multicast automatically.

SCA (Shared Call Appearance)

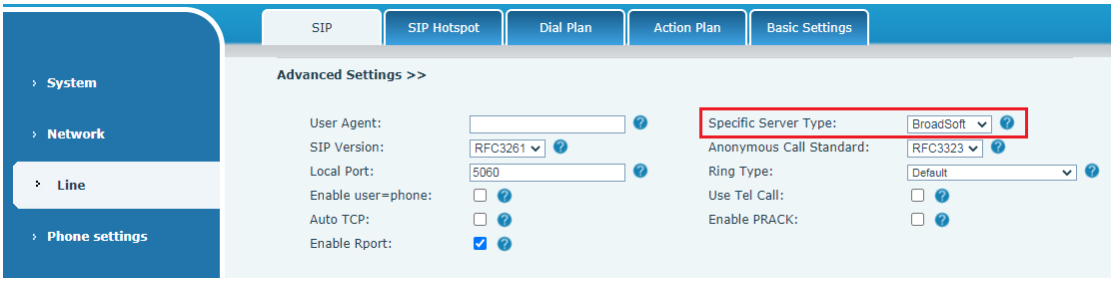
Web interface:

This example is registering with a BroadSoft server:

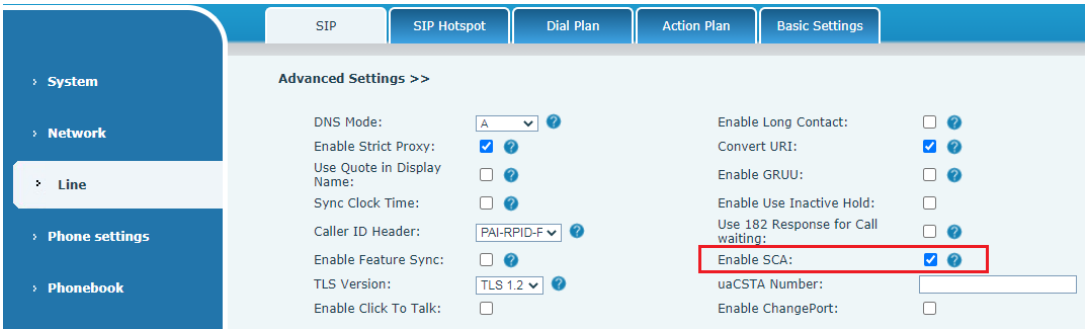
- When registering with the BroadSoft server, an ePhone8 can register the account created previously on multiple terminals.



- After the ePhone8 registers with the BroadSoft server, a server type needs to be set. Log in to the ePhone8 Webpage, choose [**Line**] >> [**SIP**] >> [**Advanced Settings**] and set Specific Server Type to BroadSoft, as shown in the following figure, and click Apply.



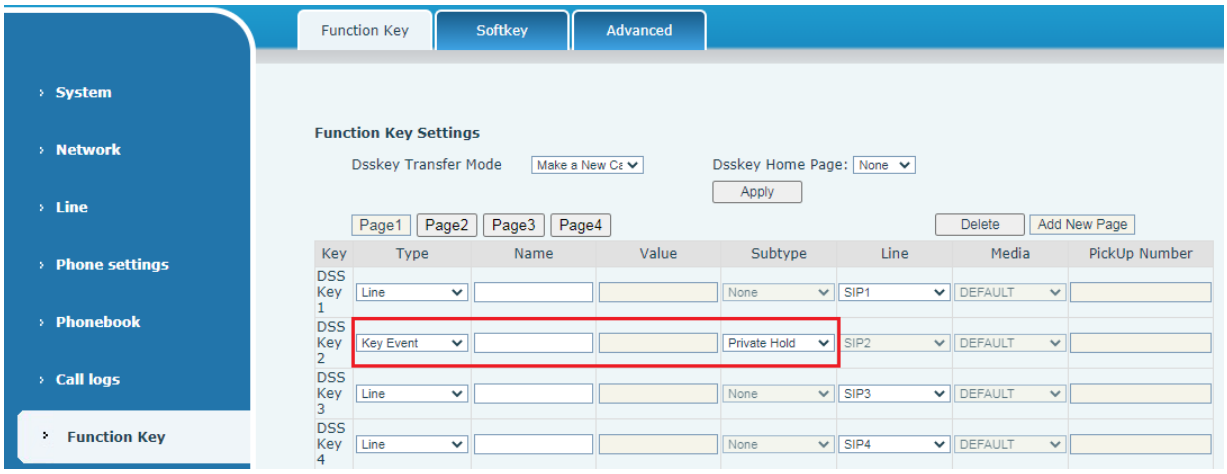
- If an ePhone8 needs to use the SCA function, log in to the Webpage of the phone set, go to [**Line**] >> [**SIP**] >> [**Advanced Settings**], and check **Enable SCA**. If SCA is not enabled, the registered line is a private line, and click Apply.



After an account is configured and successfully registered, user can configure lines, whose DSS Key is Shared Call Appearance, on the Function Key page to facilitate viewing the call status of the group. Each line key represents a call appearance. Refer to LED Definition section to learn about call status.

Private Hold

To facilitate private hold, configure a Private Hold DSS key. Remember that the configured private hold key and the fixed public hold key are not the same. Private hold means that only you can pick up the held call. Public hold means that anyone in the BLF group can pick up the held call.



- After each phone is registered with the BroadSoft server and is configured as above, the SCA function can be used.
- Shared Call Appearance(SCA)
  See the following scenarios to help facilitate understanding of the feature.
  In the following scenarios, the manager and secretary are registered to the same SCA account.

  - Scenario 1: When this account receives an incoming call, the phones of both the manager and the secretary will receive the call and ring. If the manager is busy, the manager can reject the call and the manager's phone stops ringing but the secretary's phone keeps ringing until the secretary rejects/answers the call or the call times out.

  - Scenario 2: When this account receives an incoming call, if the secretary answers the call first and the manager is required to answer the call, the secretary can press the Public Hold key to hold this call and notify the manager. The manager can press the line key corresponding to the Shared Call Appearance to answer the call.

  - Scenario 3: The manager is on an important call with a customer and needs to leave their office for a moment. If the manager does not want others to retrieve this call, the manager can press the Private Hold key.

  - Scenario 4: The manager is in a call with a customer and requires the secretary to join the call to take notes. The secretary can press the corresponding SCA line key to barge into this call.

SMS (Short Message Service)

If the service of the line supports SMS (short message service), when the other end sends a text message to the number, the message will show on the SMS screen.

Send SMS:

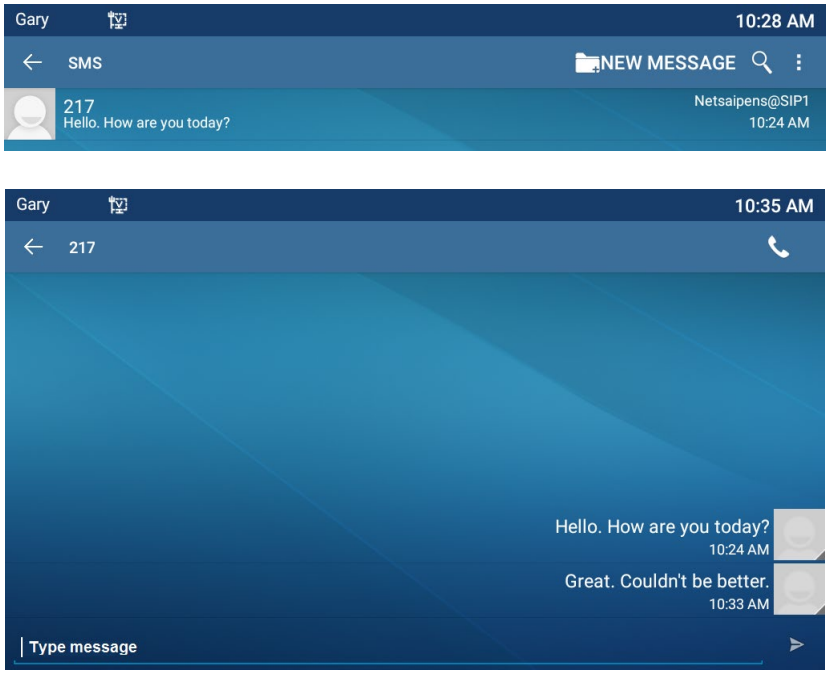
- Tap the App icon , the SMS icon , then NEW MESSAGE in the upper right corner of screen.
- Enter recipient's number and type the messages.
- Click Send .

View SMS:

- Tap the App icon , the SMS icon .
- Tap the unread message to read the unread message

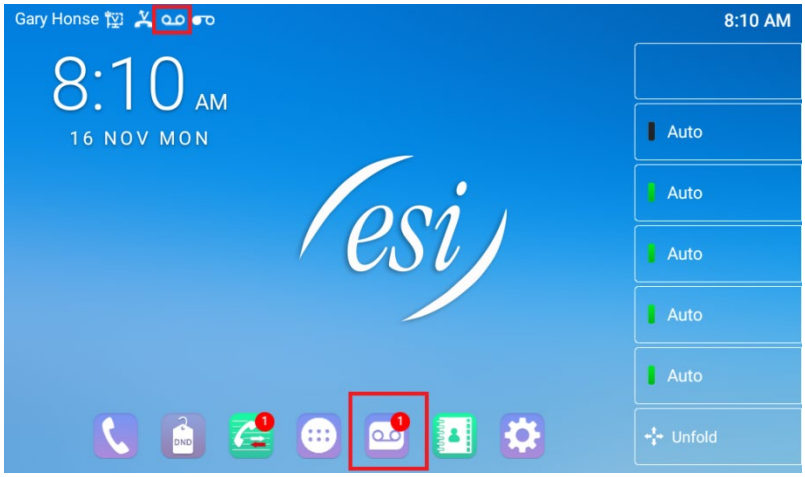
Reply to SMS:

- Tap the App icon , the SMS icon .
- Select the message you want to reply to, type the message on the line at the bottom of the screen and tap **Send**.



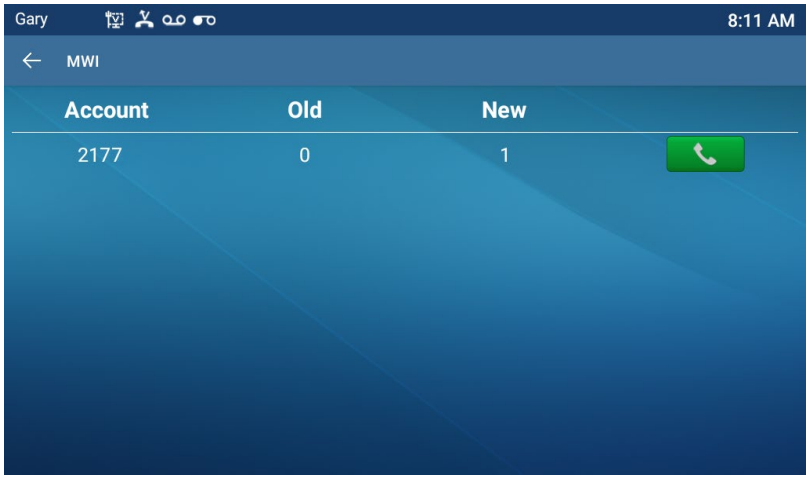
MWI (Message Waiting Indicator)

If the service supports voice messaging, when the user is not available to answer the call, the caller can leave a voice message on the server to the user. A message waiting indicator will appear in the upper left corner of the standby screen to tell the user that a voice message is waiting. The MWI icon at the bottom of the standby screen will show the number of messages waiting.



To listen to a voice message, the user must first configure the Voice Message Number code by logging into the phone Web interface, then going to **[Line] >> [SIP] >>[Basic Settings]**, then enter the Voice Message Number. After the voicemail number is configured, the user can retrieve the voicemail on the default line.

When the phone is idle, tap the MWI icon at the bottom of the screen. User can also tap the **Unfold** key to reveal a pre-installed MWI side key on the right side of the screen.

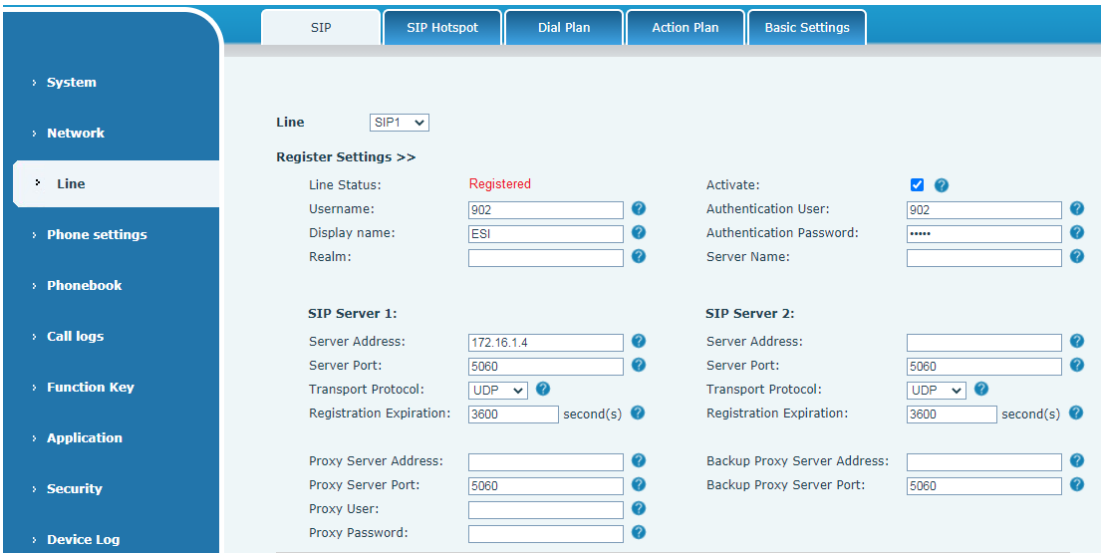


SIP Hotspot

SIP accounts can be expanded by using SIP hotspot, a simple but practical function to implement group ringing.

The ePhone8 can function as a SIP hotspot. Other phones that possess hotspot capability can function as SIP hotspot clients.
Call example: Phone (A) is set up as a Hotspot and phones (B) and (C) are set up as clients. When someone calls phone (A), phones (A), (B), and (C) all ring. When any phone answers the call, other phones stop ringing. The call can be answered by only one phone. When phone (B) or (C) initiates a call, the SIP number registered to phone (A) is the calling number.

To create a SIP hotspot, at least one SIP account must be configured and registered.



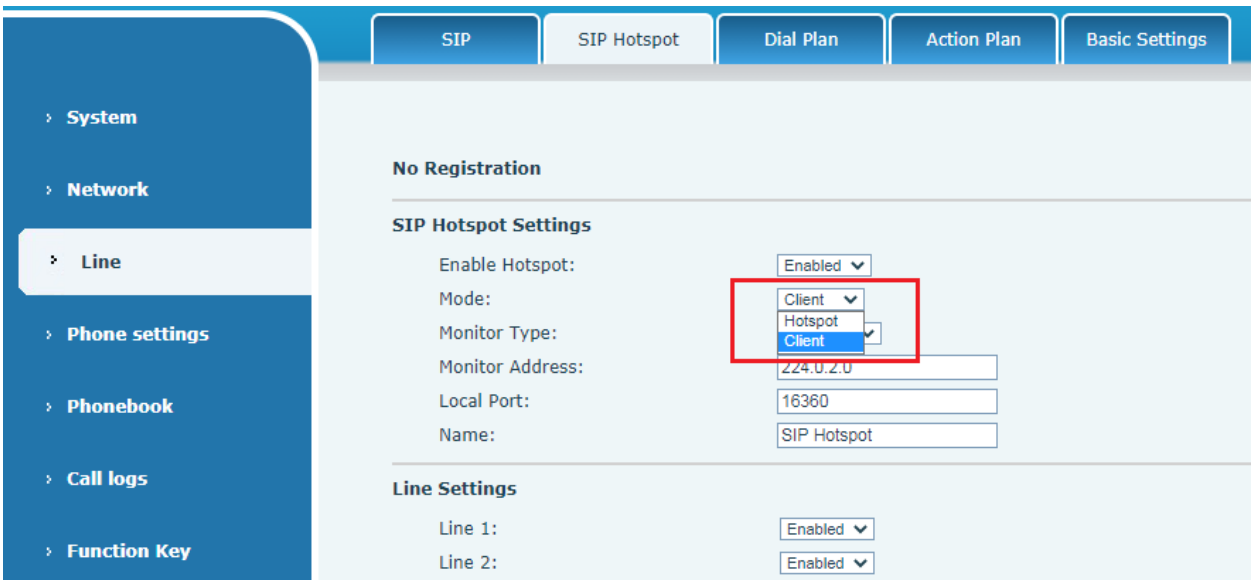
There are two hotspot modes, Client and Hotspot.

- If your phone is set up as a “Hotspot”, the Device Table will display as Client Table, devices that can connect to your phone.
- If your phone is set up as a “Client”, the Device Table will display as Available Hotspots, devices that your phone can connect to.

Parameters	Description
Enable Hotspot	Tap the slider switch to enable Hotspot.
SIP hotspot enabled	Select which SIP lines on which to enable hotspot.
Configure Hotspot	Select either Client mode or Hotspot mode, Connection Mode, hotspot name, Monitor Type, Monitor Address, Local Port.
Monitor Type	Choose Broadcast or Multicast. If you want to limit the broadcast packets, use Broadcast. If client chooses Broadcast, the SIP hotspot phone must be broadcast. Monitor Address is the address of broadcast. Hotspot server and hotspot client must be the same.

Phone interface:
Go to [**Phone Settings**] >> [**SIP Hotspot**] to enable and configure SIP Hotspot.

Web interface:
Go to [**Line**] >> [**SIP Hotspot**] to configure SIP Hotspot.



To set as a SIP hotspot client, no SIP account needs to be configured. The Phone will automatically obtain and configure a SIP account. On the SIP Hotspot page, set Mode to Client.

As the hotspot server, the default extension number is 0. When the phone is used as the client, the extension number is increased to 1. User can view the extension number via the [**SIP Hotspot**] page.

The hotspot phone and the client phone can dial each other through the extension number. For example, extension 1 dials extension 0.

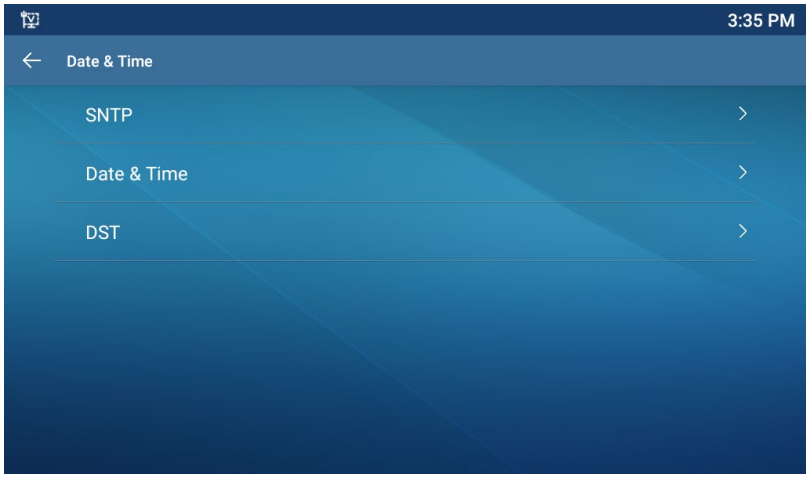
Phone Settings

Basic Settings

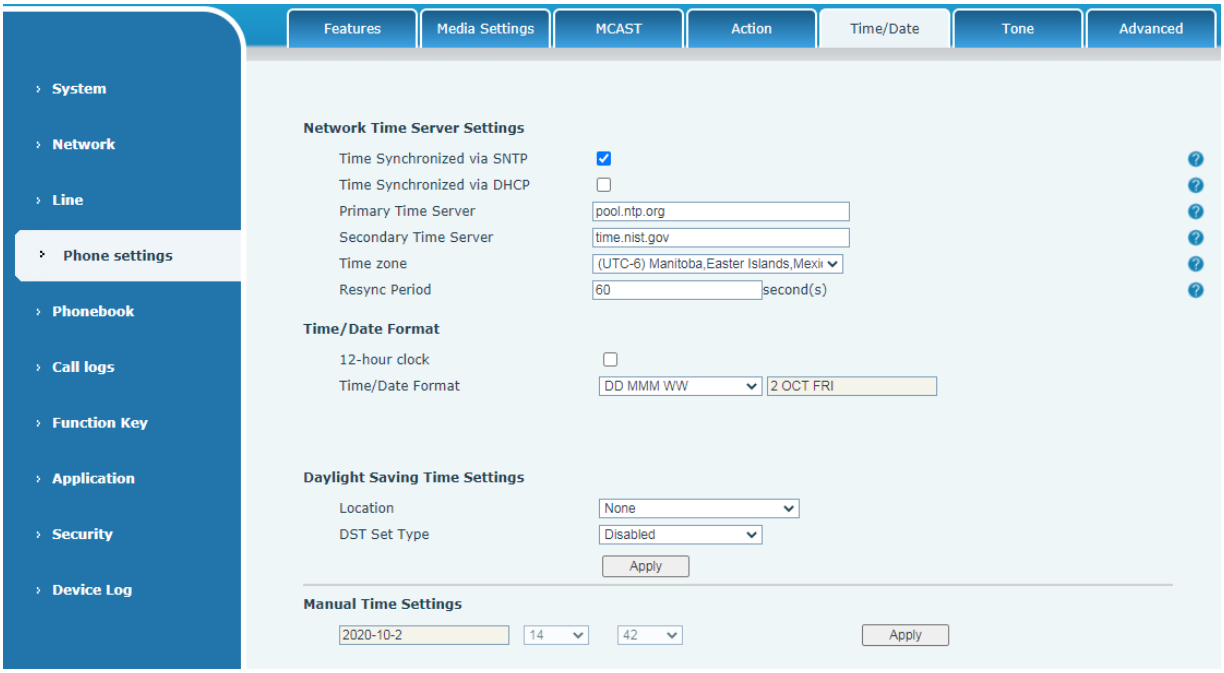
Time & Date

Users can set the phone time through the phone interface and Web interface.

Phone interface:
When the phone is in the standby state, tap **[Phone Settings] >> [Date & Time]** and configure the parameters shown in the figure below:



Web interface:
Log in to the phone Webpage and enter [**Phone Settings**] >> [**Time/Date**], as shown in the figure:

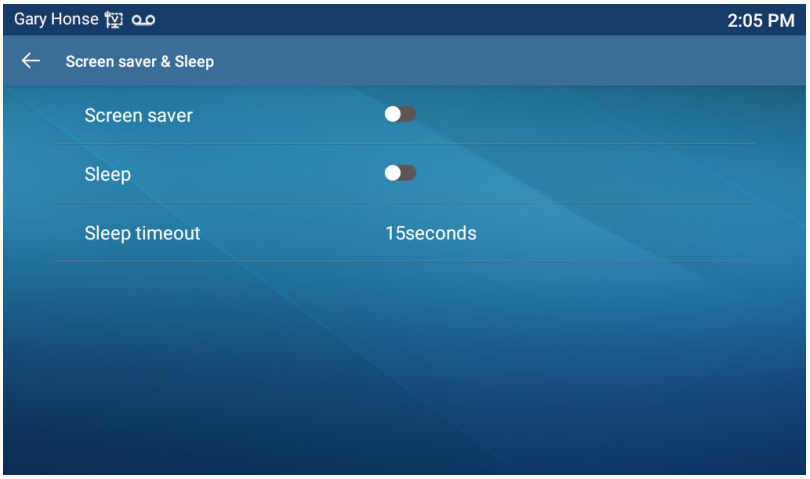


Parameters	Description
Network Time Server Settings	Configure Time Synchronization, Server, Time zone, Resync Period.
Time/Date Format	Configure the format for time and date.
Daylight Savings Time Settings	Set Location, DST Set Type, Offset, Month/Week start and end time.
Manual Time Settings	Manually configure the time and date.

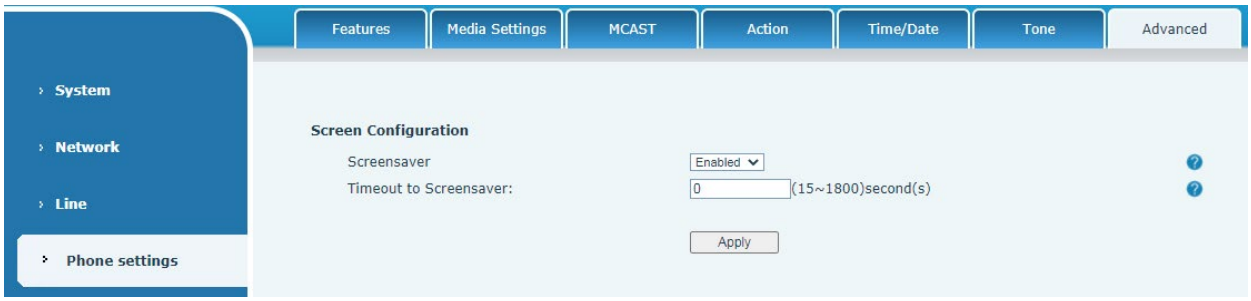
Screen Saver

The user can set the phone screen saver through both the phone interface and Web interface.

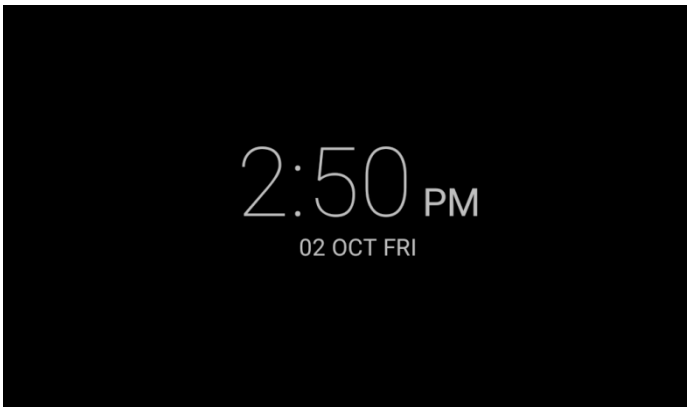
Phone interface:
Navigate to **[Phone Settings] >> [Display] >> [Screen saver & Sleep]** to edit the screen saver and sleep parameters as shown in the figure:



Web interface:
Go to [**Phone Settings**] >> [**Advanced** to enable screen saver and configure timer as shown below. Click **Apply** to save.



The screen saver will activate after the set time interval.



Ring volume

When the ePhone8 is in standby mode, tap **[Phone Settings] >> [Sound] >> [Volume]** and adjust the ring volume. From here, user can also adjust Voice Volume, Media Volume, Alarm Volume, or Enable Silent Mode.

Voice volume

When the ePhone8 is in standby mode, tap **[Phone Settings] >> [Sound] >> [Volume]** and adjust voice volume. From here, user can also adjust Media Volume, Ring Volume, Alarm Volume, or Enable Silent Mode.

Reboot

When the ePhone8 is in standby mode,

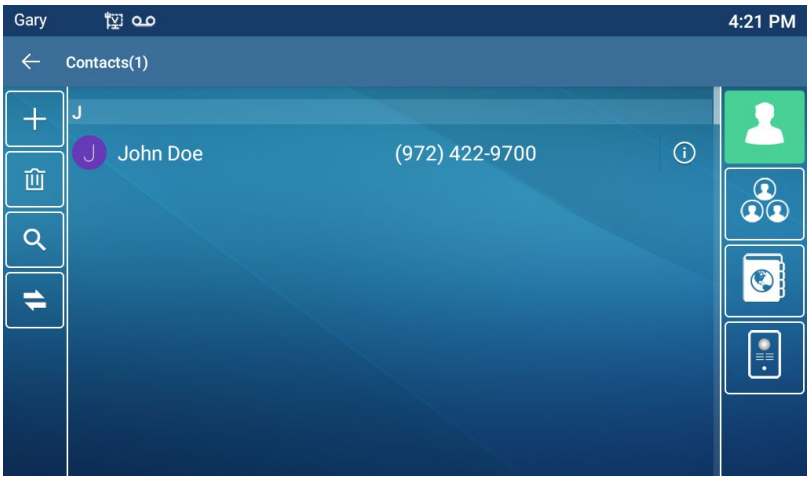
- Tap [**Phone Settings**] >> [**Reboot**].
- At the prompt message, tap [**OK**] to reboot phone or [**Cancel**] to cancel the action. The phone prompts user of reboot by stating "Shutting down".

Phone book

Local contact

User can save contact information in the phone book and dial the contact's phone number(s) from the phone book. To open the phone book, press soft-menu key [**Contact**] or by pressing the Contacts key on the home page.

The phone book is empty by default. User may add contacts into the phone book manually or from call logs. The ePhone8 can save up to 2000 contact records.

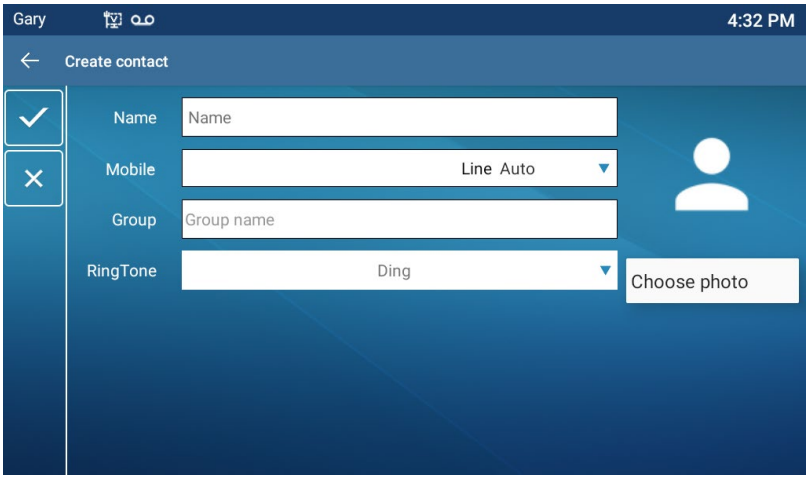


When there are contact records in the phone book, the contact records will be arranged in alphabetical order. User may browse the contacts with up/down navigator keys. User may view/edit the contact's information by tapping the information icon .

Add / Edit / Delete Contact

To add a new contact from the Contacts screen, tap to open Create Contact screen and enter the following contact information:

- Name
- Mobile, work, home, main, other number.
- Group
- Ring Tone
- Photo



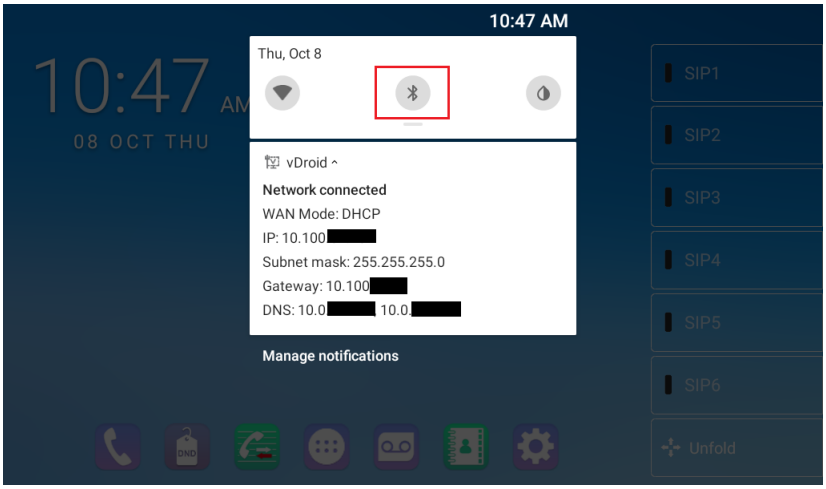
User can edit a contact by tapping the information icon then tapping edit .

To delete a contact, tap the information icon beside the contact, then tap the delete icon .

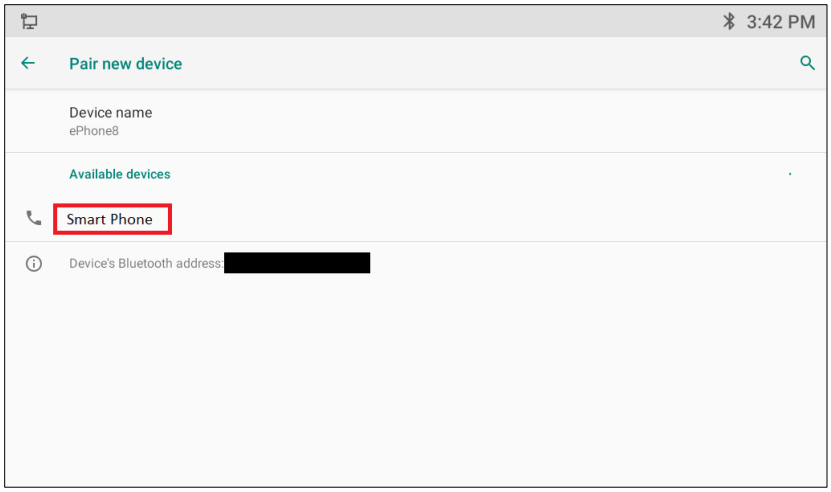
Import contacts from Smart Phone to ePhone8

Steps:

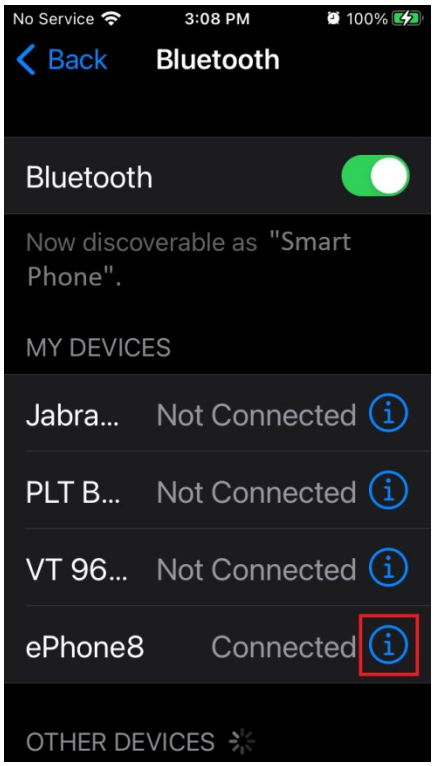
- Enable Bluetooth on the smart phone.
- Make sure smart phone is discoverable.
- Pairing ePhone8 to smart phone.
  - At the ePhone8, go to the home screen and drag your finger down from the top of the screen to reveal a drop down window.

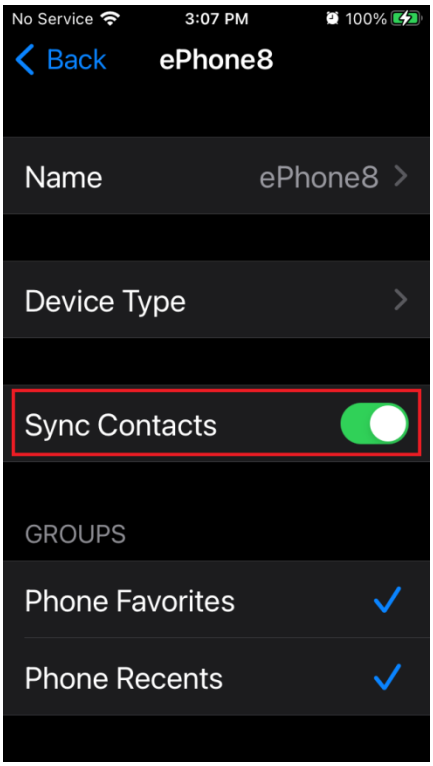


  - Long press the Bluetooth symbol to enable Bluetooth and go to the connected devices page. A Bluetooth symbol will appear in the upper right corner of the display.
  - Tap Pair new device. The ePhone8 will search for nearby Bluetooth enabled devices.
  - When the ePhone8 discovers the smart phone, tap the smart phone from the ePhone8 screen to pair the ePhone8 and smart phone. The smart phone may ask to confirm the pairing. Proceed when devices are paired.

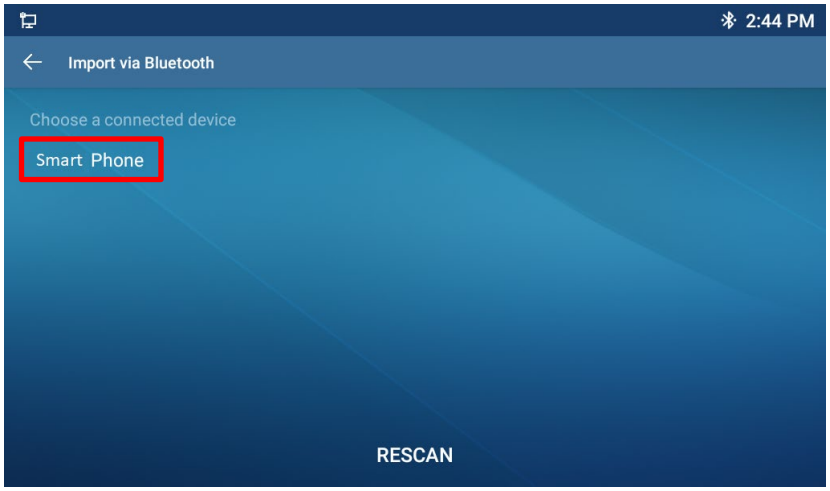


- From an iPhone's Bluetooth settings tap the exclamation mark (!) next to the connected ePhone8 and make sure Sync Contacts is enabled as shown below or import will fail.



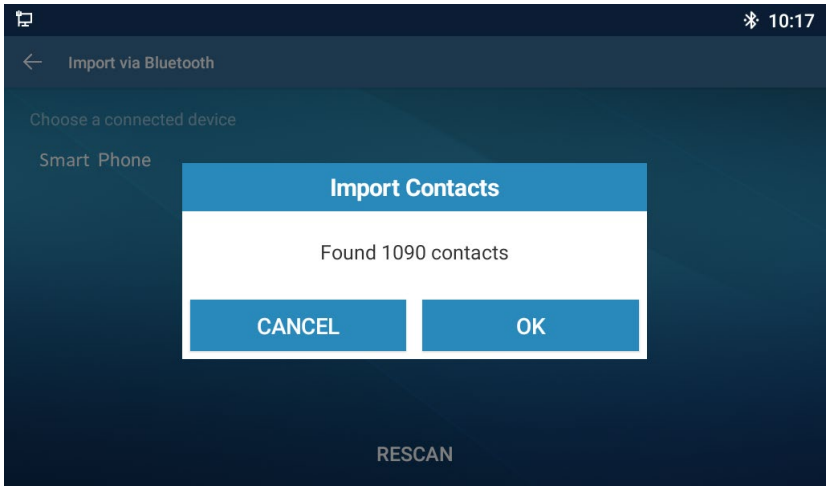


- At the ePhone8, launch the Contacts app .
- From the Contacts screen, tap "Import/Export" widget .
- From the Import/Export screen, select "Import from other devices".
- From the "Import from other devices screen":
  - ePhone8 will show, "Other device supports Bluetooth?" Select, "Yes".
  - Select, "OK" located on the bottom right of the screen.
- Select, "Next".
- The smart phone will appear in the list on the ePhone8 screen.

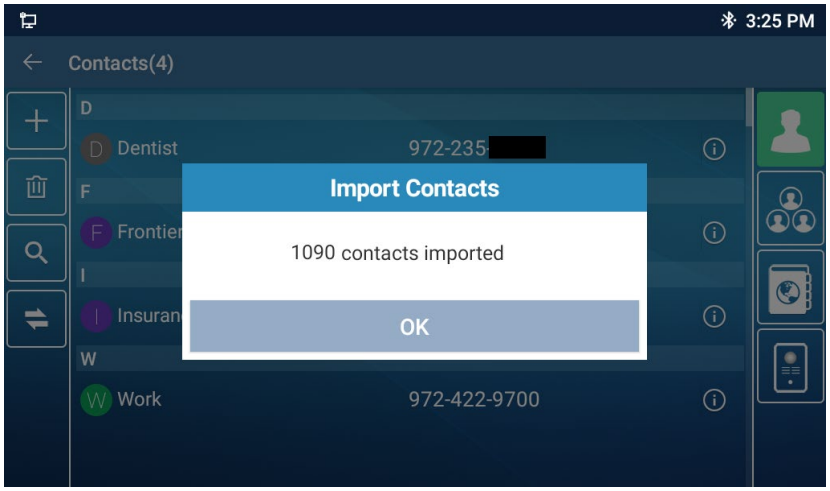


- Select the smart phone from the ePhone8 screen.

- The e8, display “Fetching Contacts…” and then “found (number) contacts”.
- After the ePhone8 has found the contacts, it will display Import Contacts. Tap OK.



- ePhone8 will show how many contacts were imported. Tap OK.

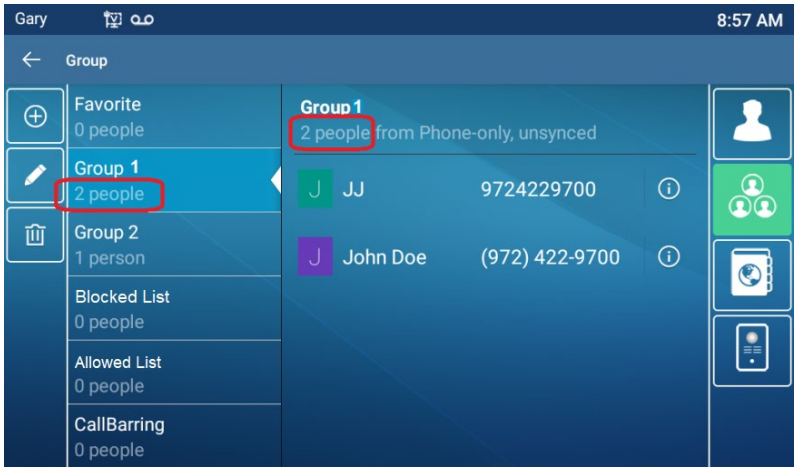


Add / Edit / Delete Group

By default, the group list is blank. User can create groups, edit the group name, add or remove contacts in the group, and delete a group.

- To add a group, tap the Group icon , then tap the add icon .
- To delete a group, tap the group to delete, then tap delete icon .
- To edit a group, tap the group from the list to edit, tap the edit icon , then add or remove contacts from the group.

The number of people that are in a group is shown under the group name.

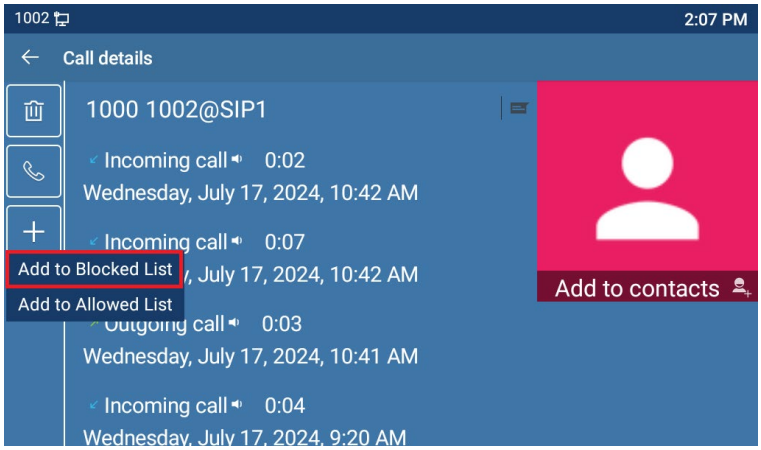


Blocked list

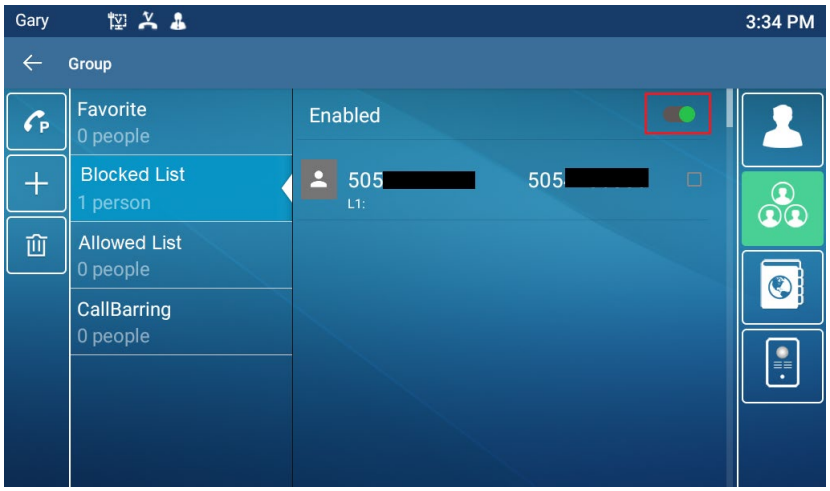
The ePhone8 supports a blocked list, such that the number added to the blocked list, the number of calls directly refused to the end, the end of the phone shows no incoming calls. (Block listed Numbers can be called out normally).

Phone interface:

- From the home screen, tap **Call Log** , tap information , tap Add , then tap **Add to Blocked List**.

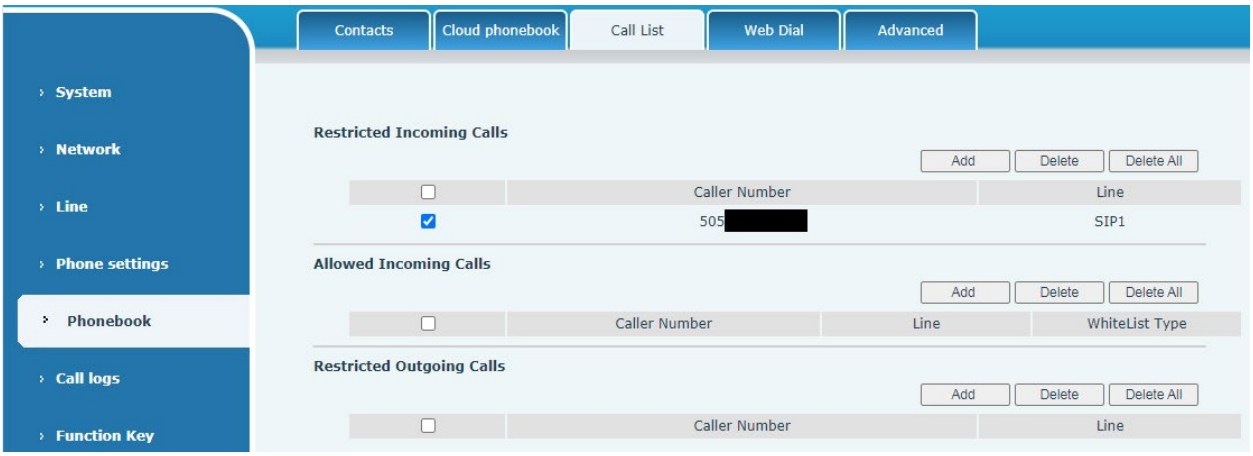


- Now, from the home screen, tap Contacts, tap Group, tap the Blocked List, then tap the slider switch to enable Blocked List.



Web interface:

- Go to [**Phonebook**] >> [**Call list**] >> [**Restricted Incoming Calls**].
- Add a check mark beside the number to blocked list, or click **Add**, enter the Number and click **OK**.



Cloud Phone Book

Configure Cloud Phone book

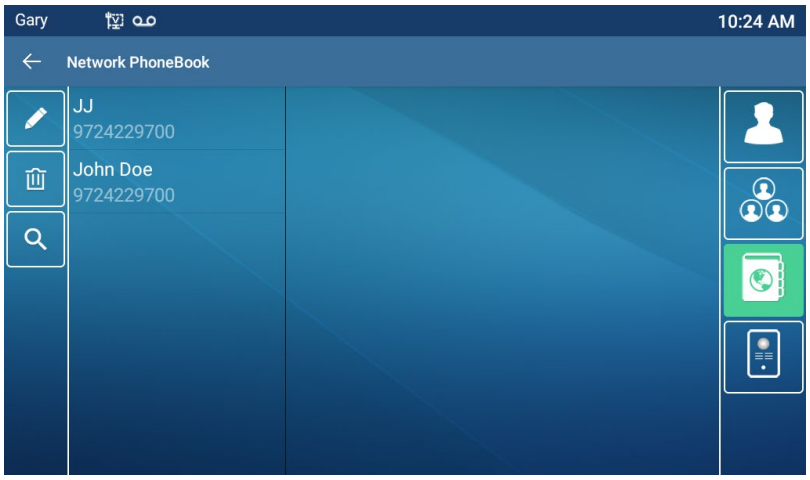
Cloud phonebook allows user to download a phonebook from a cloud server. This is convenient for office users to use the phonebook from a single source and save the effort of creating and maintaining the contact list individually.

NOTICE! The cloud phonebook is ONLY temporarily downloaded to the ePhone8 each time when it is opened on the ePhone8 to ensure the user gets the latest phonebook. However, the downloading may take a couple seconds depending on network condition. Therefore, it is highly recommended that the users save important contacts from cloud to a local phonebook to save download time.

Open cloud phonebook using the following steps:

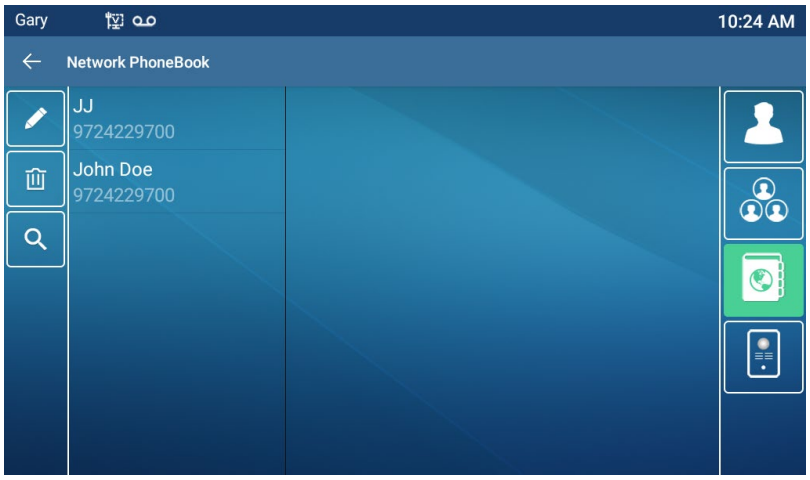
- Tap the Contacts icon on the home screen.
- Tap the Cloud phonebook icon .

TIP! The first configuration on cloud phonebook should be completed on Webpage by selecting [PhoneBook] >> [Cloud phonebook]. Additions and deletions can be done from the phone after Cloud phonebook has been downloaded.



Downloading Cloud Phone book

In cloud phone book screen the ePhone8 will start downloading the phone book. The user will be prompted with a warning message if downloading failed.
Once the cloud phone book is downloaded completely, the user can browse the contact list and dial the contact number same as with the local phonebook.



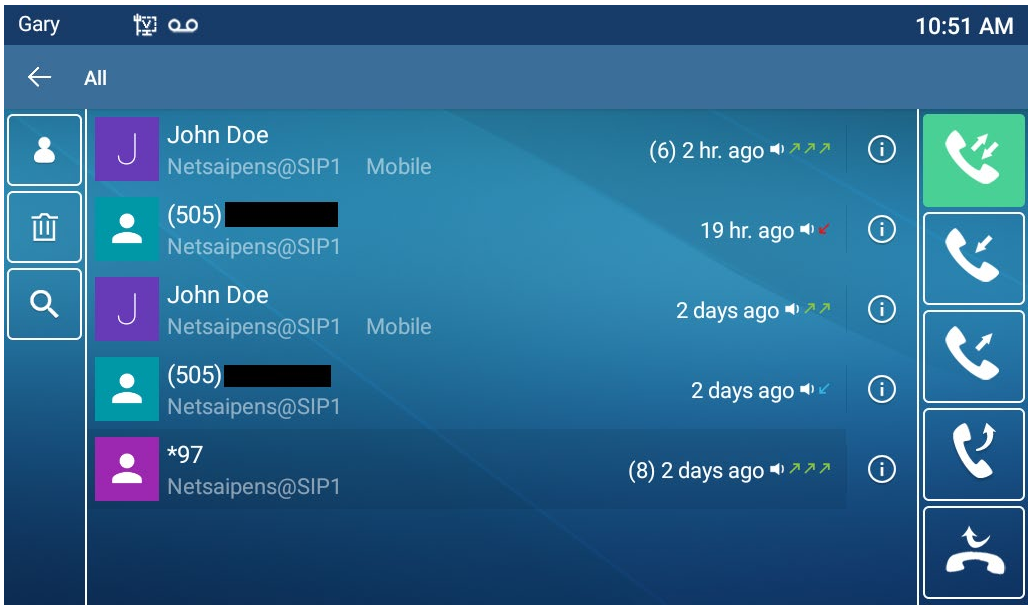
Call Log

The ePhone8 can store up to 1000 call log records and user can open the call logs to check all incoming, outgoing, and missed call records by pressing pre-configured soft-menu key [**Call Log**] or by pressing the Call Log key on the home screen.

In the call logs screen, user may browse the call logs with up/down navigator keys.

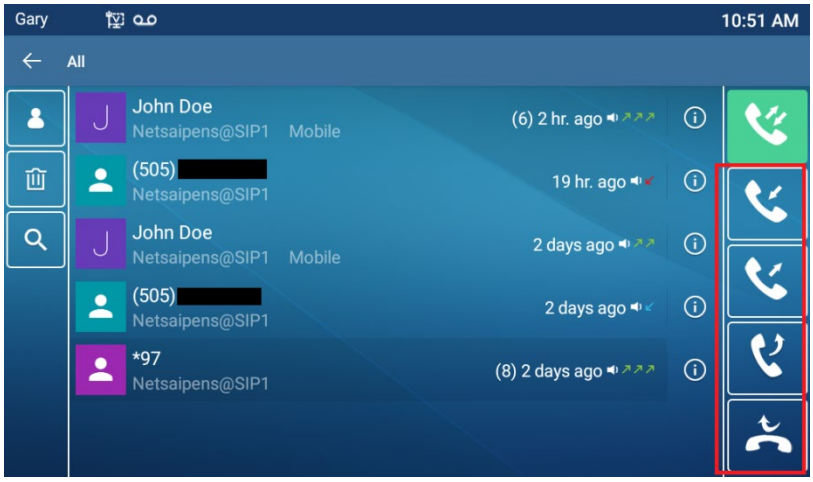
Each call log record is presented with 'call type' and 'call party number / name'. User can check further call log detail of a particular caller by tapping the information icon .

User can delete a call log or all call logs by pressing **Delete** then selecting the call logs to delete.



Users can also filter the call records of specific call types to narrow down the scope of search records, and select a call record type by using the navigation keys. The options are as follows:

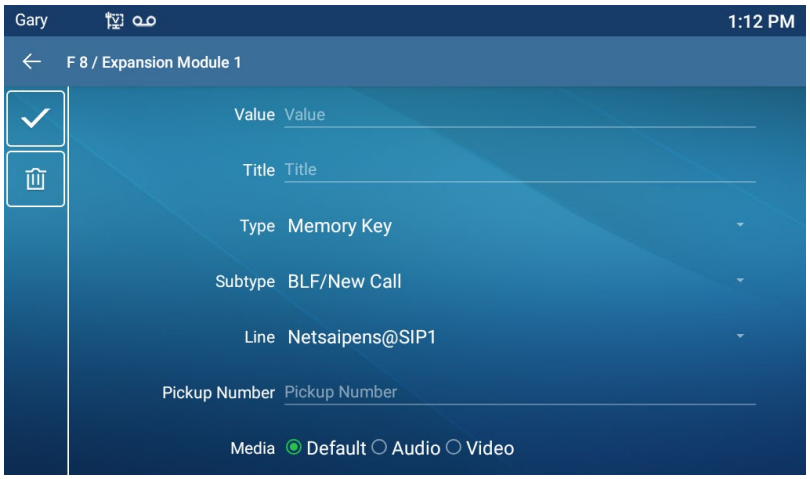
- Missed Call Log.
- Incoming Call Log.
- Outgoing Call Log.
- Forward Call Log



Function Key

The home screen shows 6 shortcut keys. Pressing the **Unfold** key reveals four pages of keys, 28 keys on each page. Users can customize and configure each shortcut key in each page.

Users can long press each shortcut key from the phone and modify the key Settings.



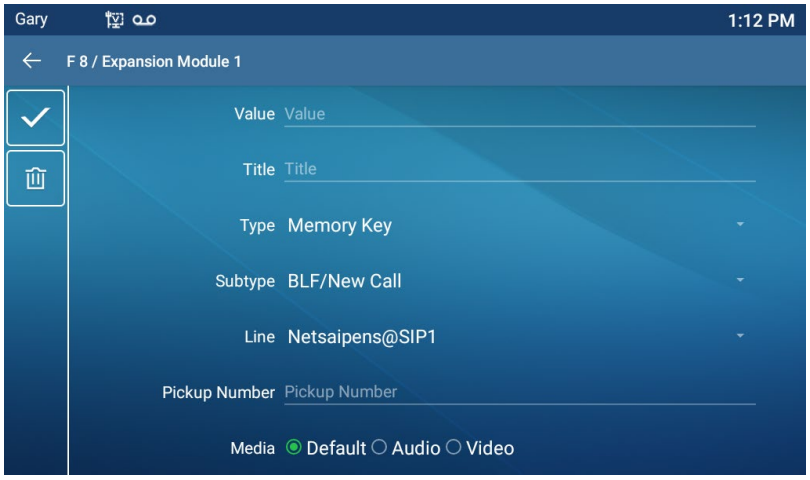
The DSS Key Type can be configured as one of the following:

- Memory Key
- Line
- Key Event
- DTMF
- URL
- Action URL
- BLF List Key
- Multicast
- Application
- XML Browser
- MCAST Listening

The Settings of the phone interface and Webpage interface are as follows:

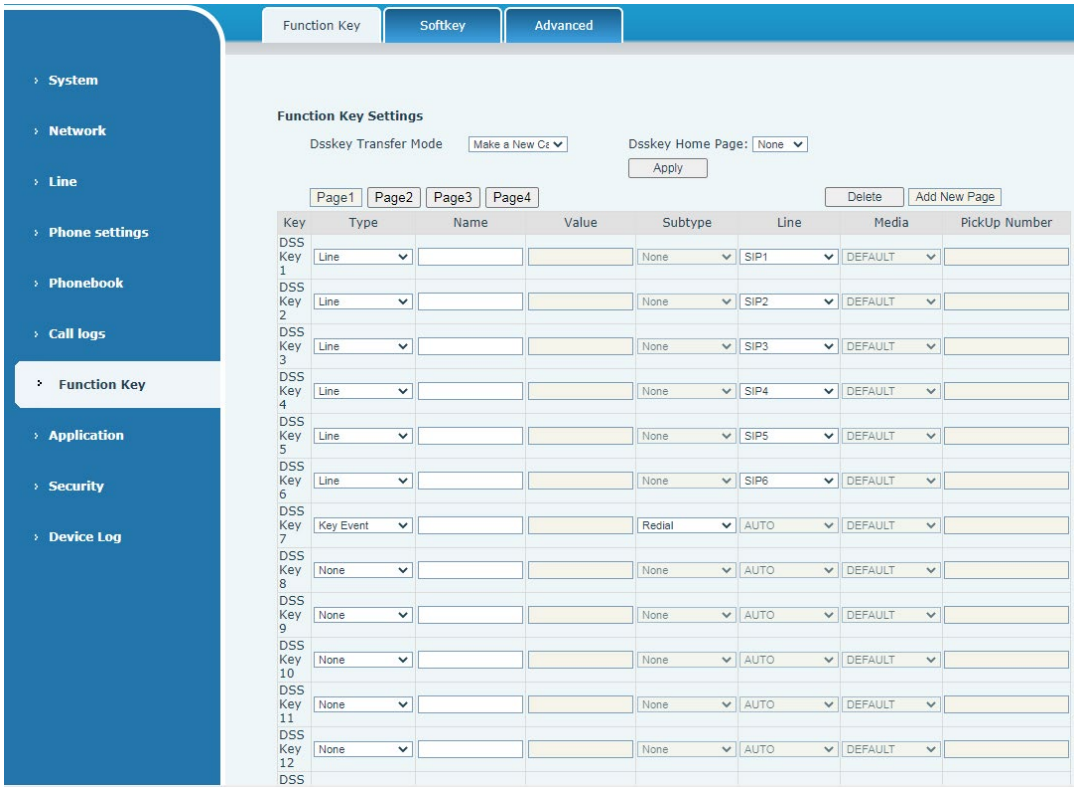
Phone interface:

- Long press the DSS key to enter the following screen.
- Alternatively, go to [**Phone Settings**] >> [**Key**] >> [**SoftDssKey**].



Webpage interface:

- Go to [**Function key**] >> [**Function key**].



For more detailed information refer to Function Key section and LED Definition section.

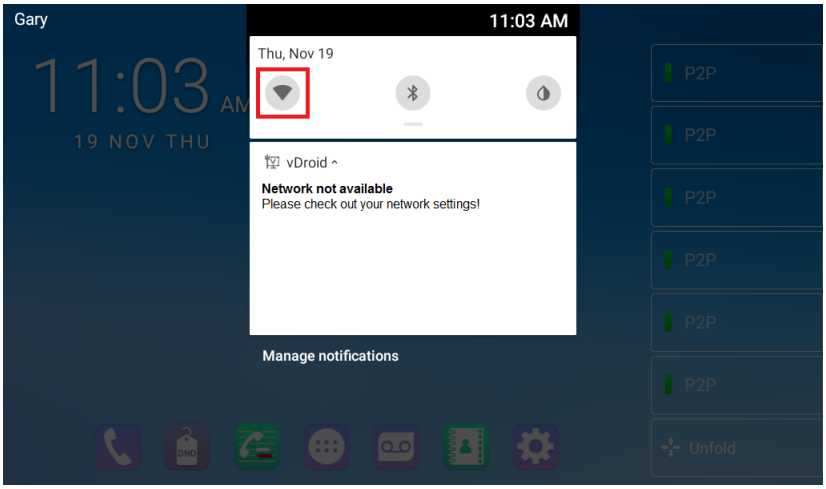
Wi-Fi

NOTE: Internet connectivity through the Ethernet cable will override Wi-Fi internet connectivity. Wi-Fi will only work if the phone does not have an internet connection through the Ethernet cable.

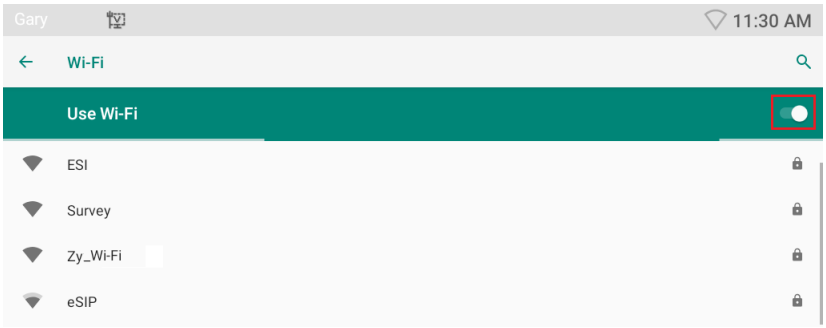
The ePhone8 supports wireless internet access. There are two methods for connecting to a Wi-Fi network, selecting from a list of detected Wi-Fi networks and manual configuration of a Wi-Fi network.

Selecting from a list of detected Wi-Fi networks.

- While the phone is idle, swipe your finger from the top of the screen down. Or tap Apps, Settings, Network & Internet, Wi-Fi. The screen will look like the image below, if you swiped down from the top.



- Long press to enter the Wi-Fi setting, if you swiped from the top.
- Enable the slider switch and the ePhone8 will search for available wireless networks automatically.

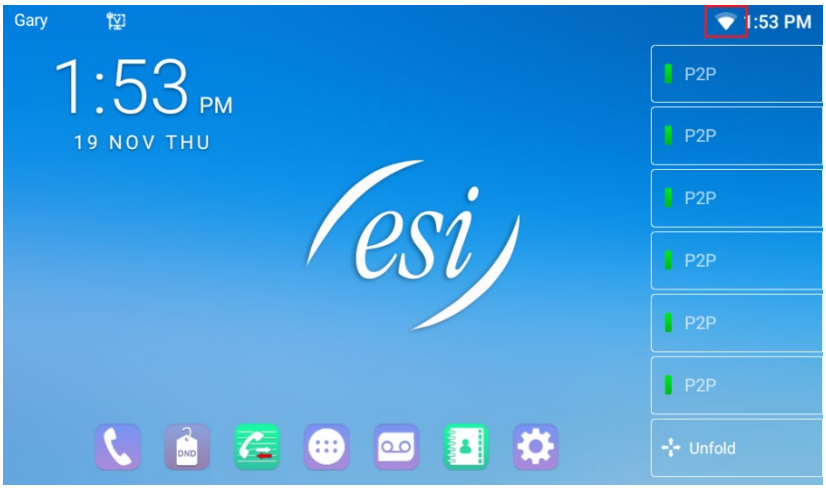


- Select a wireless network from the list of wireless networks, enter the password and tap CONNECT.

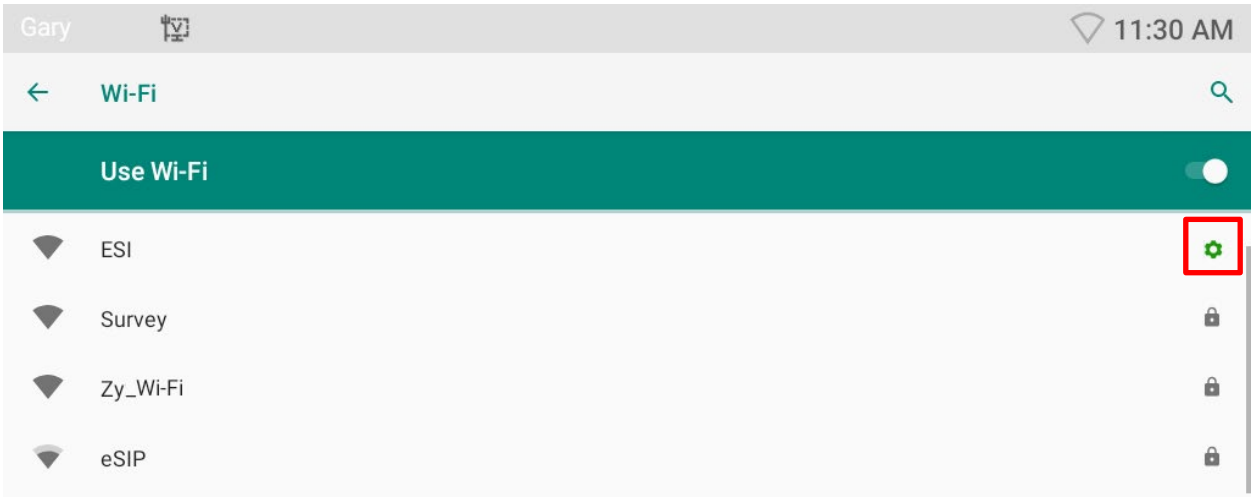
Manual configuration of a Wi-Fi network.

- While on the Wi-Fi screen shown in the image above, tap Add network and enter the following:
  - Enter network name (SSID)
  - Enter a security protocol (WEP, WPA/WPA2 PSK, 802.1x EAP)
  - Enter password
  - Tap Save
  - Power cycle phone.

Once connected, a Wi-Fi status indicator will appear in the top right corner of the home screen.



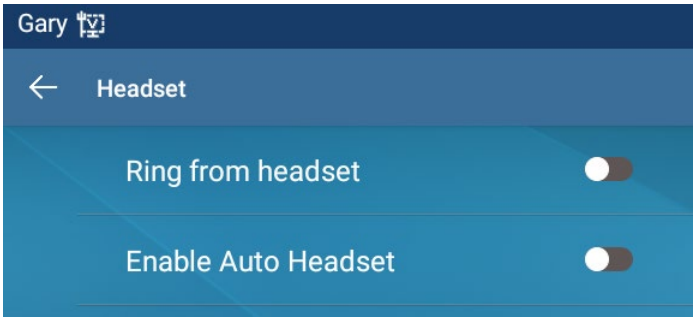
To change Wi-Fi settings or to forget network, go back to Wi-Fi and tap on the gear icon to the right of the network as shown below.



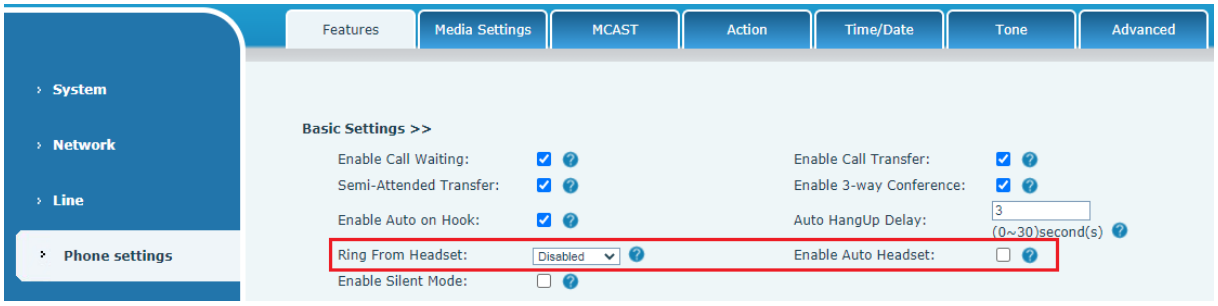
Headset

Wired Headset

- The ePhone8 supports wired headset with RJ9 connector and USB connector.
- After the headset is connected to the phone, a headset symbol will appear in the upper right corner of the display.
- On the phone interface, go to [**Phone Settings**] >> [**Headset**] to set the headset answering function and ring tone.



- Or, on the Web interface, go to [**Phone settings**] >> [**Features**] to set the headset answering function and the ring tone.

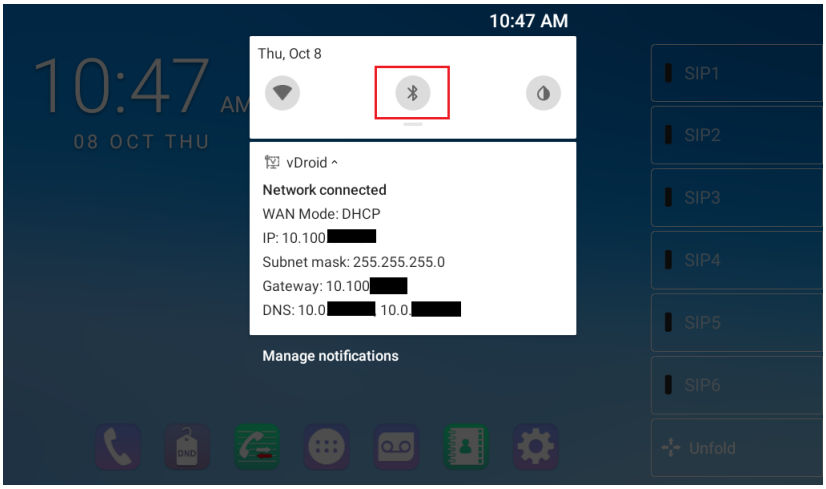


Bluetooth Headset

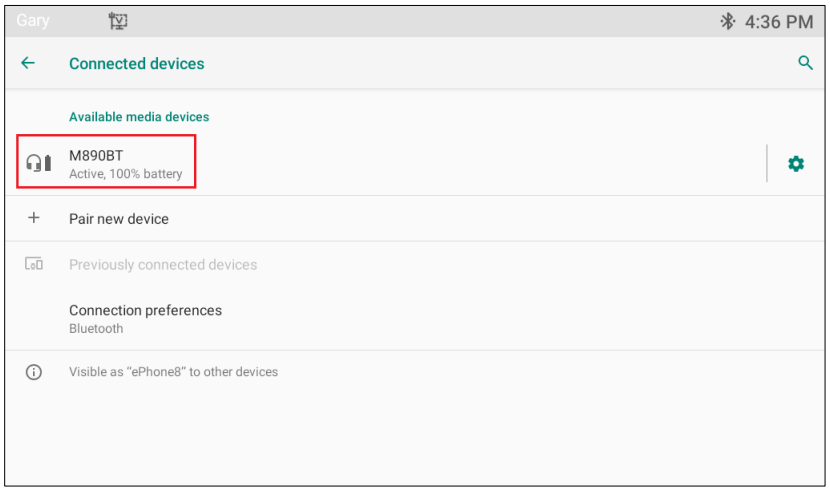
The ePhone8 has Bluetooth built in and supports Bluetooth headset, compatible with CSR 4.0. There is no need to use a Bluetooth USB dongle.

When the ePhone8 is in standby mode:

- Go to the home screen and drag your finger down from the top of the screen to reveal a drop down window.



- Long press the Bluetooth symbol to enable Bluetooth and go to the connected devices page. A Bluetooth symbol will appear in the upper right corner of the display.
- Tap **Pair new device**. Phone will search for nearby Bluetooth enabled devices.
- Tap the headset device to connect and the ePhone8 will connect.



The use of Bluetooth headset can be divided into three types: Call answering; Hang up; Bluetooth redial.

- Call answering
  When the Bluetooth headset is connected to the phone, the incoming call can be answered by pressing the Bluetooth answer button.
- Hang up
  When talking with Bluetooth headset, hang up the phone by pressing the button on Bluetooth headset.
- Bluetooth redial
  When the Bluetooth headset is connected, double-tap the headset answer key to redial the number dialed last time.

Bluetooth device compatibility

Bluetooth for ESI ePhones - Supported BT Versions

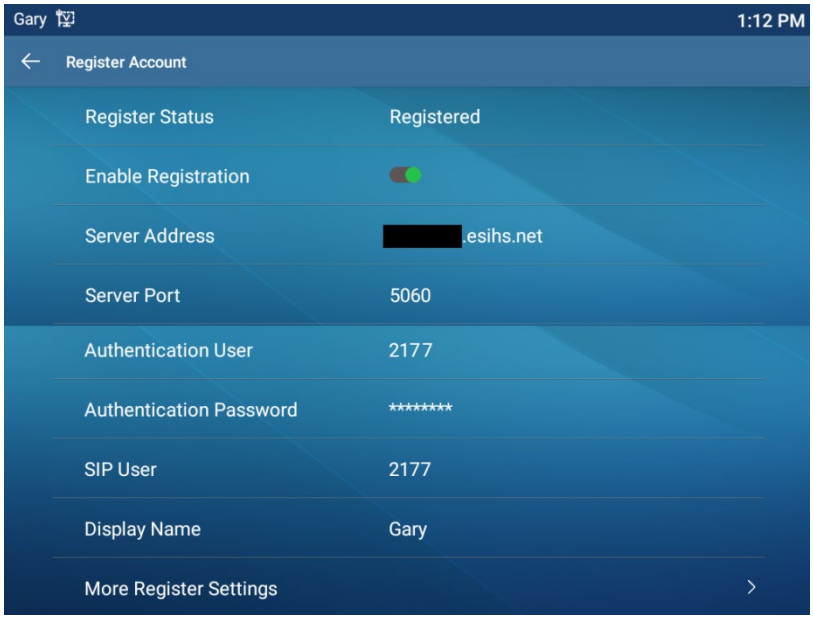
	ePhone3 v2	ePhone4x v2	ePhoneX Built-in BT	ePhone8 (Built-in BT)	ePhone3	ePhone4x
BT 1.0 & 1.0B	Yes*	Yes	Yes	Yes	N/A	N/A
BT 1.1	Yes*	Yes	Yes	Yes	N/A	N/A
BT 1.2	Yes*	Yes	Yes	Yes	N/A	N/A
BT 2.0	Yes*	Yes	Yes	Yes	N/A	N/A
BT 2.1	Yes*	Yes	Yes	Yes	N/A	N/A
BT 3.0	Yes*	Yes	No	Yes	N/A	N/A
BT 4.0	No	Yes	No	Yes	N/A	N/A
BT 4.1	No	No	No	Yes	N/A	N/A
BT 4.2	No	No	No	Yes	N/A	N/A

*There is no menu option in the e3v2 for Bluetooth but inserting the BT dongle that comes with ESI's BT headset will function and support audio.

Note: Bluetooth is backwards compatible. Therefore devices that support BT v4.2 will actually support headsets that user an older BT version. The difference between Bluetooth version comes down to speed. Therefore the closer the phone and headset BT versions are to v4.2 the higher bandwidth. This allows for faster data sharing with less lag and quicker response times between devices.

Line Configurations

Phone interface:
From the phone, navigate to **[Phone Settings] >> [Line]**, select the line to program, **[Register Account]**, enter the appropriate account information and tap the **Enable Registration** slider switch to enable the line.



For users who want to configure more options, go to **[More Register Settings]** that is found on the same screen and enter additional setup information.

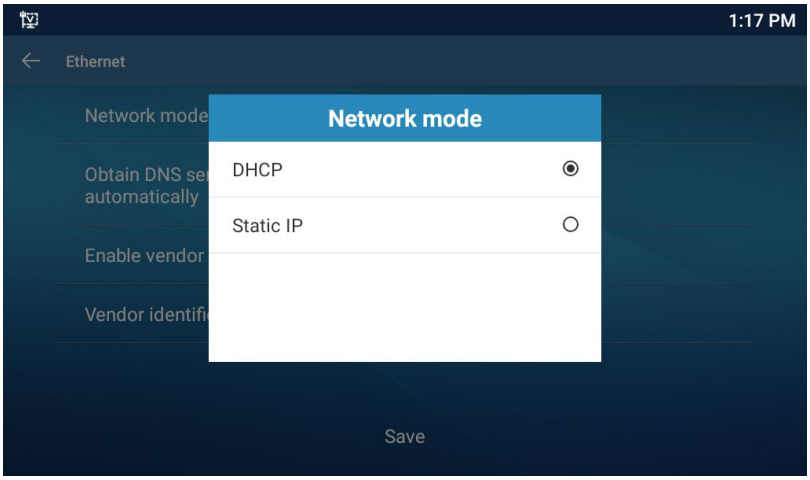
Web interface:
Log into the Web management portal and go to **[Line] >> [SIP]**, select the line to configure, **[Register Settings]**. Enter the account information and check **Activate** to activate the line. Click Apply.

Network Settings

IP Mode

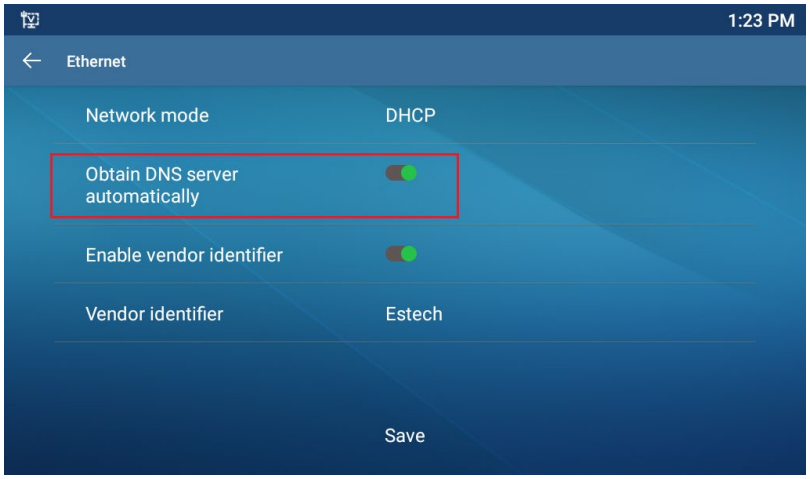
Phone interface:

There are two Network modes, DHCP and Static IP. To set IP configuration, navigate to **[Phone Settings] >> [Ethernet]** and select either DHCP or Static IP (Default is DHCP).



When using DHCP mode, phone will get its IP address from the DHCP server.

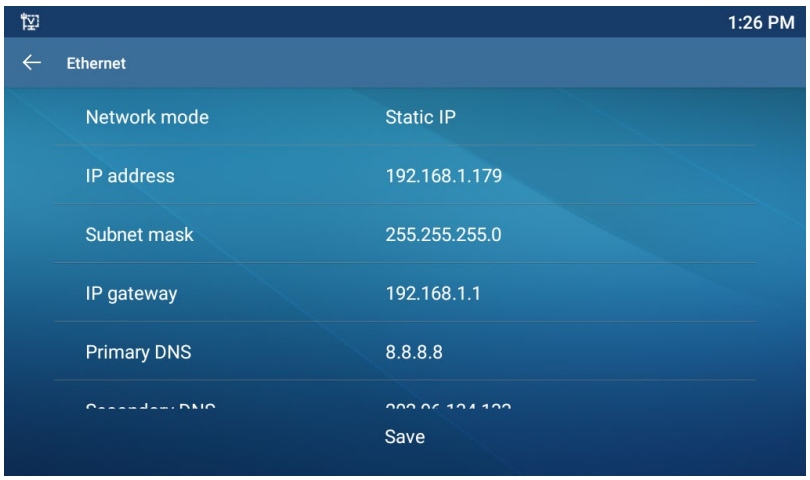
- Obtain DNS server automatically: If enabled, the phone will get its DNS address from DHCP server. If disabled, the DNS will need to be configured manually.



Static IP network mode

When using Static IP mode, user must configure the IP address manually.

- IP Address: Phone IP address.
- Subnet Mask: Subnet mask of your LAN.
- IP Gateway: The gateway IP address. Phone could access the other network via it.
- Primary DNS: Primary DNS address. The default is 8.8.8.8, Google DNS server address.
- Secondary DNS: Secondary DNS. When primary DNS is not available, it will work.



Advanced Network Settings

You can find these settings on both the phone interface and the Web interface.

Network configuration:
View network configuration by going to [**Phone Settings**] >> and under Network category >> go to [**Advanced**].

QoS
Quality of Service (QoS) is the measurement of the overall performance of a service. IP traffic can be prioritized through QoS to improve performance and voice quality.

Port
Set RTP port range and port quantity.

LLDP
Link Layer Discovery Protocol. LLDP is a vendor independent link layer protocol used by network devices for advertising their identity, capabilities to neighbors on a LAN segment.

Phone can use LLDP to find the VLAN switch or other VLAN devices and use the LLDP learning function to apply the VLAN ID from the VLAN switch to the phone its self.

VLAN
Virtual LAN (VLAN) is a subnetwork that is partitioned and isolated within an IP network for specific traffic, such as telephony. VLAN's can help improve overall network performance by grouping together devices that communicate with each other most frequently.

CDP
Cisco Discovery Protocol. CDP is a not-for-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. According to the CDP, Cisco devices could share the OS version, IP address, hardware version and so on.

QoS & VLAN

Parameters	Description
LLDP setting	
Enable LLDP	Enable LLDP
Packet Interval	LLDP requests interval time
Enable Learning Function	Apply the learned VLAN ID to the phone configuration
QoS	
QoS Mode	Enable and configure SIP DSCP and audio DSCP time interval
VLAN	
DHCP VLAN	Configure and enable DHCP VLAN
WAN VLAN	Configure and enable WAN VLAN
CDP	
CDP	Enable CDP and configure CDP Refresh Time

802.1x
Enable/disable 802.1x mode.

STUN
Configure STUN.

Virtual Private Network

Virtual Private Network (VPN) is a technology to allow a device to create a tunneling connection to a server and becomes part of the server's network. The network transmission of the device may be routed through the VPN server.

Web interface:
Navigate to [**Network**] >> [**VPN**].

For some users, a VPN connection might need to be configured before activating a line registration.

The VPN connection must be configured and started (or stopped) from the ePhone8 Web portal, [**Line**] >> [**SIP**] [**Basic Settings**] >> and check **Use VPN** and click Apply.

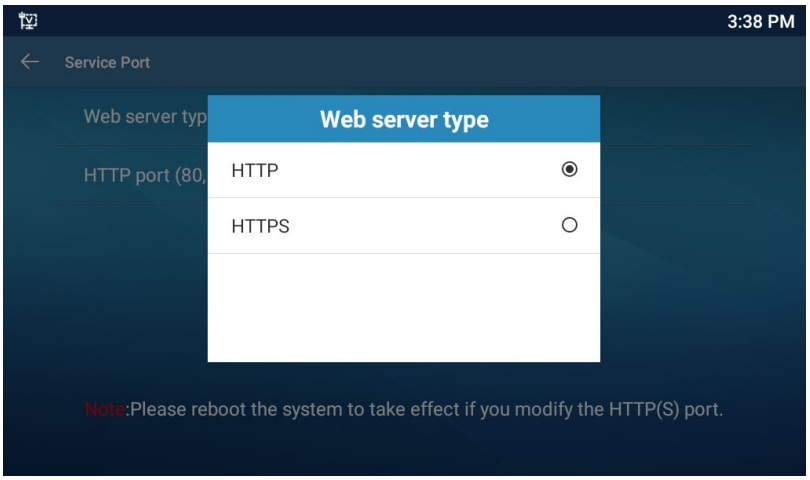
To establish an OpenVPN connection, get the following files from the OpenVPN hosting provider, name them as the follows, go to [**Network**] >> [**VPN**] and upload the files, and click Apply.

- OpenVPN Configuration file: **client.ovpn**
- CA Root Certification: **ca.crt**
- Client Certification: **client.crt**
- Client Key: **client.key**

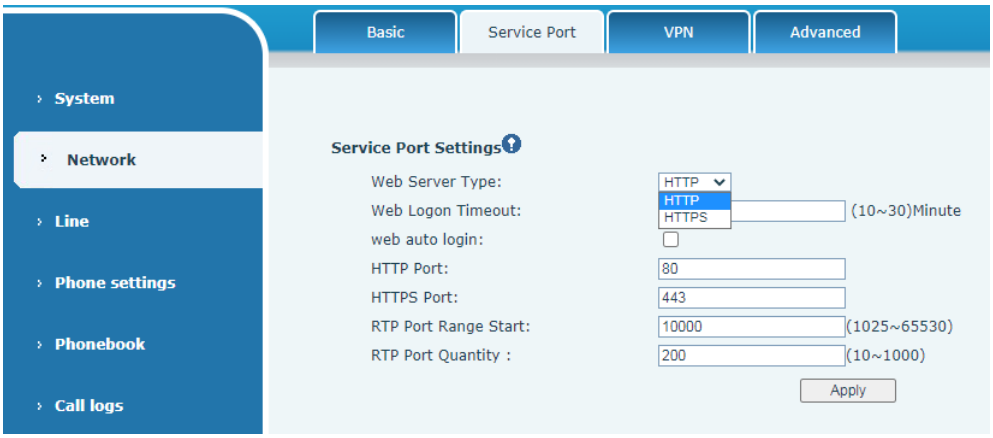
Web Server Type

Phone interface:
Navigate to **[Phone Settings] >> [Service Port]**.

Configure the Web Server Type to be HTTP or HTTPS, then reboot the phone to activate the setting.



Web interface:
Navigate to **[Network] >> [Service Port]**.

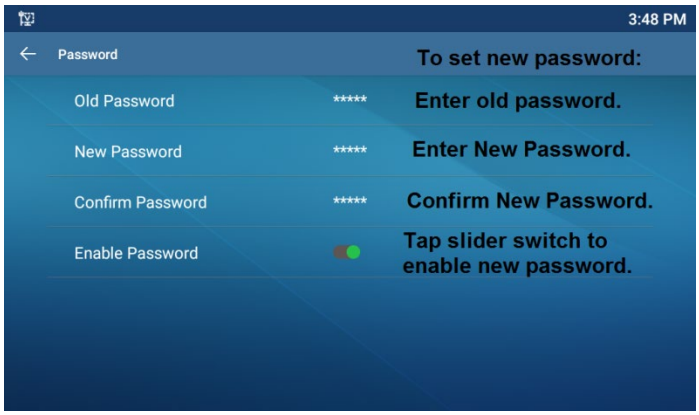


Setting password

The Password grants permission to access advanced settings.

Phone interface:

- Navigate to **[Phone Settings] >> [Password]**, enter old password to access Password Settings, Default password is **admin**.
- User will see the follow page after menu. Enter Old Password, enter New Password, Confirm Password, Enable Password.



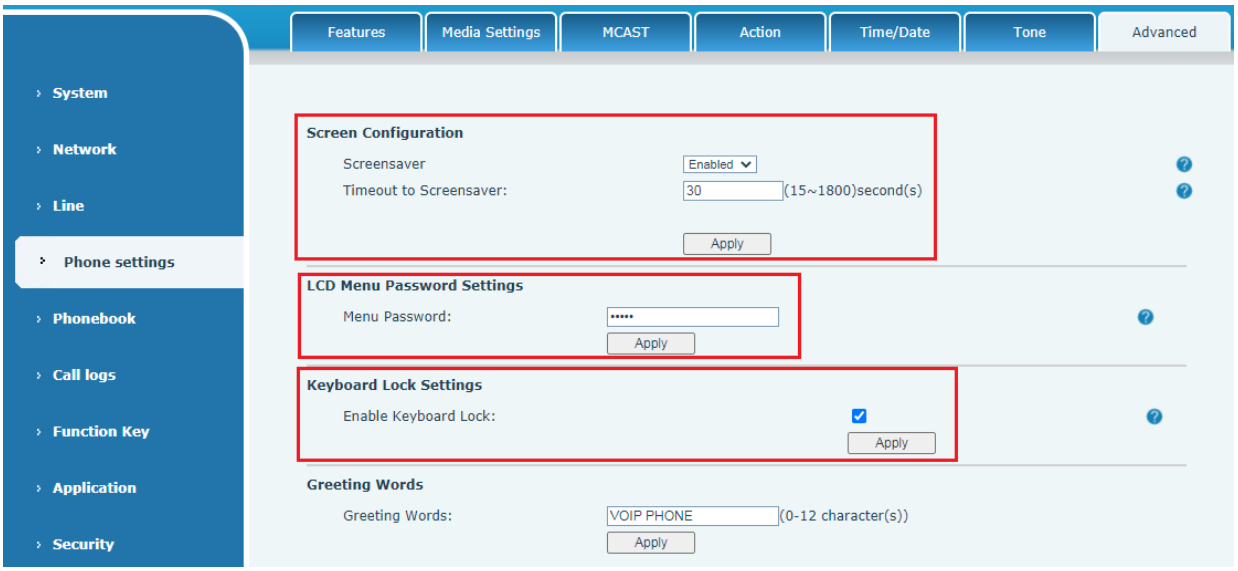
Keyboard Lock Settings

This feature locks the keyboard and requires a Swipe, Pattern, PIN or Password to unlock it. Once enabled, long press the # key to lock the keyboard.

Web interface:
Go to [**Phone Settings**] >> [**Advanced**] >> [**Keyboard Lock Settings**], check **Enable Keyboard Lock** and click Apply.

User can also enable Screensaver and configure Menu Password.

Web interface:
Navigate to **[Phone Settings] >> [Advanced]**. From here user can enable Screensaver, LCD Menu Password Settings and Keyboard Lock Settings.



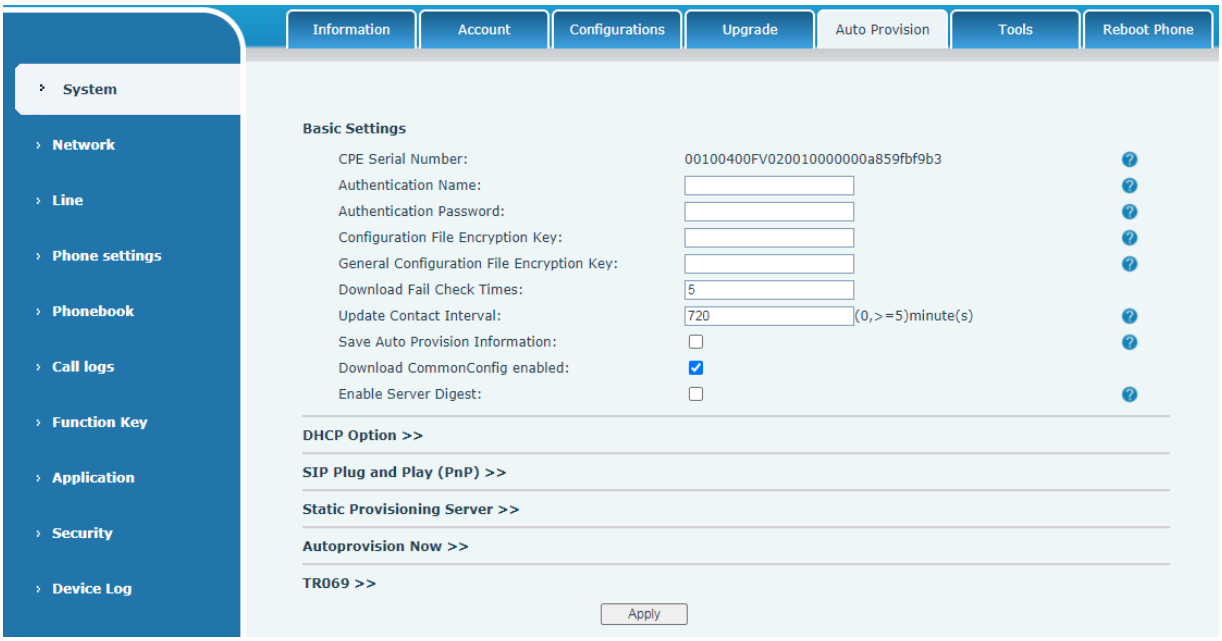
Maintenance

Auto Provision

Auto Provisioning is used to automatically install and deploy configurations and related files.

Phone interface:
Go to [**Phone Settings**] >> [**Maintain**] >> [**Auto Provision**] and enter the necessary information.

Web interface:
Go to [**System**] >> [**Auto Provision**].



The ESI ePhone8 supports SIP Plug and play (PnP), DHCP Option, Static provisioning Server, and TR069. If all of the 4 methods are enabled, the priority from high to low as below:
PNP>DHCP>TR069> Static Provisioning Transferring protocols are FTP, TFTP, HTTP, HTTPS.

Auto Provision

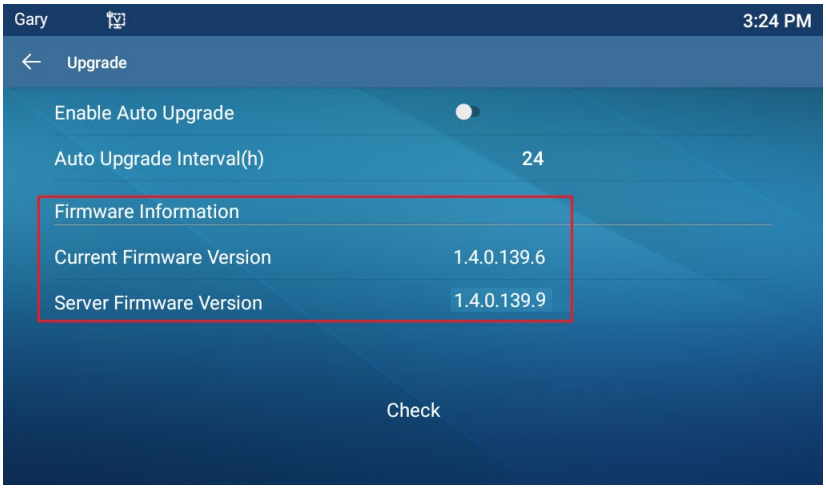
Parameters	Description
Basic settings	
CPE Serial Number	Display the ePhone8 SN
Authentication Name	The user name of provision server
Authentication Password	The password of provision server
Configuration File Encryption Key	If the ePhone8 configuration file is encrypted , user should add the encryption key here
General Configuration File Encryption Key	If the common configuration file is encrypted, user should add the encryption key here
Download Fail Check Times	If download failed, phone will retry the number of times entered.
Update Contact Interval	Phone will update the phonebook at the configured interval time. If it is 0, the feature is disabled.
Save Auto Provision Information	Save the HTTP/HTTPS/FTP user name and password. If the provision URL is kept, the information will be kept.
Download CommonConfig enabled	If enabled, ePhone8 will download the common configuration file.
Enable Server Digest	If enabled, if the configuration of server changes, the phone will download and update.

DHCP Option	
Option Value	Configure DHCP option. DHCP option supports Custom Option | Option 66 | Option 43. Default is Disabled.
Custom Option Value	Custom Option value ranges from 128 to 254. The option value must be the same as the server.
Enable DHCP Option 120	Use Option120 to get the SIP server address from DHCP server.
SIP Plug and Play (PnP)	
Enable SIP PnP	Check the box to enable PnP. If PnP is enabled, phone will send a SIP SUBSCRIBE message with broadcast method. Any server that can support the feature will respond and send a Notify with URL to the ePhone8. Phone will get the configuration file with the URL.
Server Address	Broadcast address. Default is 224.0.1.75.
Server Port	PnP port
Transport Protocol	PnP protocols are TCP or UDP.
Update Interval	PnP message interval.
Static Provisioning Server	
Server Address	Provisioning server address. Supports both IP address and domain address.
Configuration File Name	The configuration file name. If left empty, phone will request the common file and device file which is named as its MAC address. The file name could be a common name, $mac.cfg, $input.cfg. The file format supports CFG/TXT/XML.
Protocol Type	Transferring protocol types are FTP,TFTP,HTTP and HTTPS
Update Interval	Configuration file update interval time. Default is 1, meaning the phone will check for an update every 1 hour.
Update Mode	Provision Mode. The modes are 1. Disabled. 2. Update After Reboot. 3. Update at Time Interval.
TR069	
Enable TR069	Check to enable TR069
ACS (Auto Configuration Server) Server Type	Default is Common.
ACS Server URL	ACS server address
ACS User	ACS server username (up to is 59 character)
ACS Password	ACS server password (up to is 59 character)
Enable TR069 Warning Tone	If TR069 is enabled, there will be a prompt tone when connecting.
TLS Version	TLS version (TLS 1.0, TLS 1.1, TLS 1.2)
INFORM Sending Period	INFORM signal interval time. It ranges from 1s to 9999 seconds
STUN Server Address	Configure STUN server address
STUN Enable	Enable STUN server for TR069

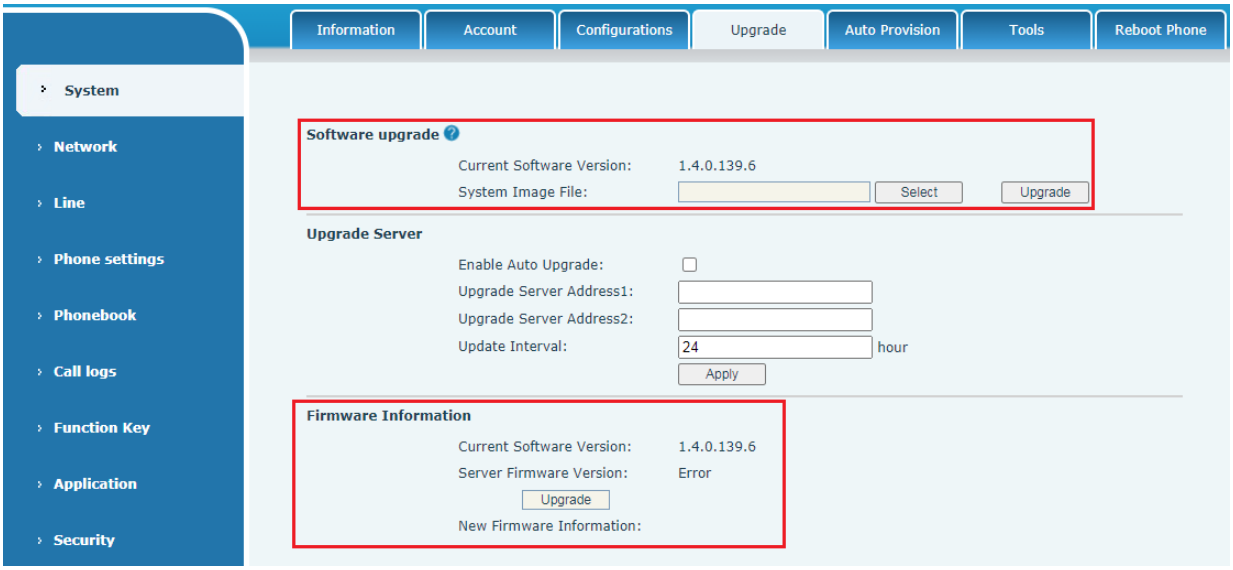
Firmware Upgrade

View and upgrade ePhone8 software.

Phone interface:
Go to [**Phone Settings**] >> [**Maintain**] >> [**Upgrade**] >> [**Enable Auto Upgrade**].



Web interface:
Go to [**System**] >> [**Upgrade**].



Parameter	Description
Upgrade server	
Enable Auto Upgrade	If there is a new software version on the server, the phone will show an upgrade message after Update Interval.
Upgrade Server Address1	Set available upgrade server address.
Upgrade Server Address2	Set available upgrade server address.
Update Interval	Check for updates at the set Update Interval.
Firmware Information	
Current Software Version	Software version that is currently installed on phone.
Server Firmware Version	New software version available on the server.
Upgrade button (Web interface) **Check** button (Phone interface)	If there is a new software version on the server, the page will display version information. Click [Upgrade] key to upgrade to the new software.
New Firmware Information	When there is a corresponding version on the server side, the version information will be displayed under the new version description information.

Factory Reset

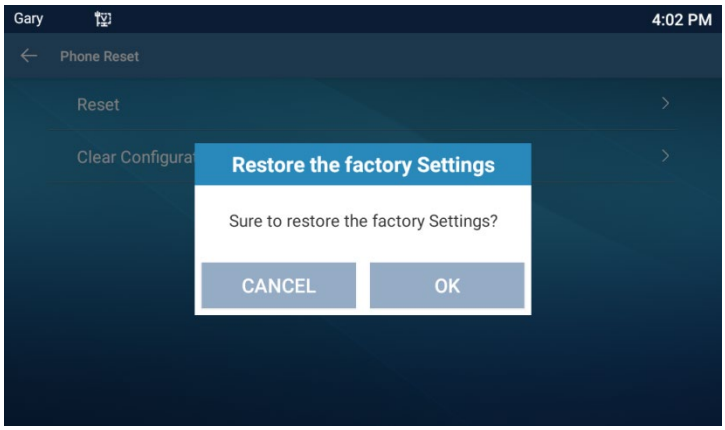
Set the phone back to factory settings.

Phone interface:

- Go to [**Phone Settings**], >> [**Maintain**], enter password, scroll to and select [**Phone Reset**] >> [**Reset**], and press [**OK**] to reset or [**CANCEL**] to cancel.

Web interface:
From the Web interface, go to [**System**] >> [**Configurations**].

Clear Configuration: If user does not want to clear everything, this option allows user to select what content to keep and what content to reset.



Web Configurations

Webpage Authentication

The user can log into the Webpage of the phone to manage the user's phone information and operate the phone. Users must provide the correct user name and password to log in.

System >> Information

User can get the system information of the ePhone8 in this page including,

- Model
- Hardware Version
- Software Version
- Uptime

Summary of network status,

- Network Mode
- MAC Address
- IP
- Subnet Mask
- Default Gateway

Summary of SIP account status,

- SIP User
- SIP account status (Registered / Unapplied / Trying / Timeout)

System >> Account

On this page the user can change the password for the login page.

Users with administrator rights can also add or delete users, manage users, and set permissions and passwords for new users.

System >> Configurations

On this page, users with administrator privileges can view, export, or import the phone configuration, or restore the phone to factory Settings.

- **Clear Configurations**

  Select the module in the configuration file to clear:
  SIP: account configuration.
  AUTOPROVISION: automatically upgrades the configuration
  TR069:TR069 related configuration.
  MMI module, including authentication user information, Web access protocol, etc.
  DSS Key: DSS Key configuration

- **Clear Tables**

  Select the local data table to be cleared. All tables are selected by default.

- **Reset Phone**

  The phone data will be cleared, including configuration and database tables.

- **Clear ETC**
  This consists of phone configurations files, files used to control the function of the phone.

System >> Upgrade

Upgrade the phone software version, customized ringtone, background, DSS Key icon, etc. Ring tone supported is ".wav" format.

System >> Auto Provision

The Auto Provision settings help IT manager or service provider to easily deploy and manage the ePhone8s in mass volume.

System >> Tools

Tools provided in this page help users to identify issues at trouble shooting. Refer to Trouble Shooting section for more detail.

System >> Reboot Phone

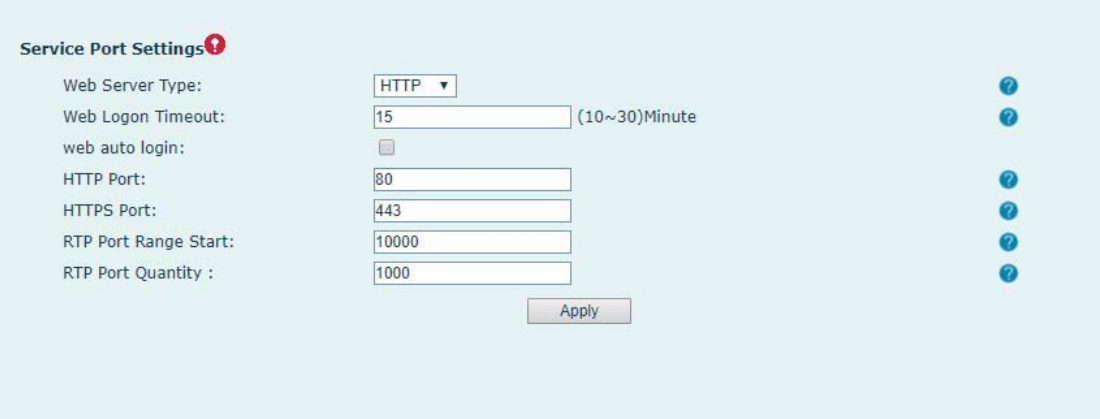
This page has the option to restart the phone. This option does not factory reset the phone.

Network >> Basic

This page allows users to configure network connection types and parameters.

Network >> Service Port

This page provides settings for Webpage login protocol, protocol port settings and RTP port.



Parameter	Description
Web Server Type	Reboot to take effect after settings. Optionally, the Webpage login is HTTP/HTTPS.
Web Logon Timeout	Default is 15 minutes. The timeout will automatically exit the login page and user will need to log in again.
Web auto login	After the timeout, user does not need to re-enter a user name password. It will automatically log in to the Webpage.
HTTP Port	The default is 80. If user wants system security, user can set ports other than 80. Such as :8080, Webpage login: HTTP://ip:8080
HTTPS Port	The default is 443.
RTP Port Range Start	The value range is 1025 to 65535. The value of RTP port starts from the initial value set. For each call, the value of voice and video port is added 2.
RTP Port Quantity	Available RTP ports. Number of calls.

Network >> VPN

Users can configure a VPN connection on this page. Refer to Network >> VPN section for more details.

Network >> Advanced

Advanced network Settings are typically configured by the IT administrator to improve the quality of the phone service. For configuration, refer to Advanced Settings section.

Line >> SIP

Configure the Line service configuration on this page.

Parameters	Description
Register Settings	
Line Status	Display the current line status at page loading. To get the up to date line status, user has to refresh the page manually.
Activate	Check the box to activate service
Username	Enter the username of the service account.
Authentication User	Enter the authentication user of the service account
Display Name	Enter the display name to be sent in a call request.
Authentication Password	Enter the authentication password of the service account
Realm	Enter the SIP domain if requested by the service provider
Server Name	Input server name.
SIP Server 1	
Server Address	Enter the IP or FQDN address of the SIP server
Server Port	Enter the SIP server port, default is 5060
Transport Protocol	Set up the SIP transport line using TCP or UDP or TLS.
Registration Expiration	Set SIP expiration date.
SIP Server 2	
Server Address	Enter the IP or FQDN address of the SIP server
Server Port	Enter the SIP server port, default is 5060
Transport Protocol	Set up the SIP transport line using TCP or UDP or TLS.
Registration Expiration	Set SIP register expiration time.
Proxy Server Address	Enter the IP or FQDN address of the SIP proxy server.
Proxy Server Port	Enter the SIP proxy server port, default is 5060.
Proxy User	Enter the SIP proxy user.
Proxy Password	Enter the SIP proxy password.
Backup Proxy Server Address	Enter the IP or FQDN address of the backup proxy server.
Backup Proxy Server Port	Enter the backup proxy server port, default is 5060.
Basic Settings	
Enable Auto Answering	Enable auto-answering, the incoming calls will be answered automatically after the delay time
Auto Answering Delay	Set the delay for incoming call before the system automatically answers the call
Call Forward Unconditional	Enable unconditional call forward, all incoming calls will be forwarded to the number specified in the next field

Call Forward Number for Unconditional	Set the number of unconditional call forward
Call Forward on Busy	Enable call forward on busy, when the phone is busy, any incoming call will be forwarded to the number specified in the next field.
Call Forward Number for Busy	Set the number of call forward on busy.
Call Forward on No Answer	Enable call forward on no answer, when an incoming call is not answered within the configured delay time, the call will be forwarded to the number specified in the next field.
Call Forward Number for No Answer	Set the number of call forward on no answer.
Call Forward Delay for No Answer	Set the delay time of not answered call before being forwarded.
Transfer Timeout	Set the timeout of call transfer process. After transfer success, phone will send BYE after timeout
Conference Type	Set the type of call conference, **Local**=Set up call conference from the ePhone8 itself. Supports two remote parties maximum. **Server**=Set up call conference by dialing to a conference room on the server
Server Conference Number	Set the conference room number when conference type is set to be Server
Subscribe For Voice Message	Enable the ePhone8 to subscribe to a voice message waiting notification, if enabled, the ePhone8 will receive notification from the server if there is voice message waiting on the server
Voice Message Number	Set the number for retrieving voice message
Voice Message Subscribe Period	Set the interval of voice message notification subscription
Enable Hotline	Enable hotline configuration, the ePhone8 will dial to the specific number when phone goes off hook
Hotline Delay	Set the delay for hotline before the system automatically dials the hotline number
Hotline Number	Set the hotline dialing number
Dial Without Registered	Set call out by proxy without registration
Enable Missed Call Log	If enabled, the phone will save missed calls into the call log record.
DTMF Type	Set the DTMF type to be used for the line
DTMF SIP INFO Mode	Set the SIP INFO mode to send '*****' and '#' or '10' and '11'
Enable DND	Enable Do-not-disturb. Any incoming call to this line will be rejected automatically
Use VPN	Set the line to use VPN restrict route
Use STUN	Set the line to use STUN for NAT traversal
Enable Failback	Phone will switch to the primary server when it is available.
Failback Interval	A Register message is used to periodically detect the time interval for the availability of the main Proxy.

Signal Failback	Multiple proxy cases, whether to allow the invite/register request to also execute failback.
Signal Retry Counts	The number of attempts that the SIP Request considers proxy unavailable under multiple proxy scenarios.
Codecs Settings	Set the priority and availability of the codecs by adding or removing them from the list.
Video Codecs	Select video codec to preview video.
Advanced Settings	
Use Feature Code	When this setting is enabled, the features in this section will not be handled by the ePhone8 itself but by the server instead. In order to control the enabling of the features, the ePhone8 will send feature code to the server by dialing the number specified in each feature code field.
Enable DND	Configure the DND on code to activate the server-side DND feature
Disable DND	Configures the DND off code to deactivate the server-side DND feature
Enable Call Forward Unconditional	Configures the always forward on code to activate the server-side always forward feature
Disable Call Forward Unconditional	Configures the always forward off code to deactivate the server-side always forward feature
Enable Call Forward on Busy	Configures the busy forward on code to activate the server-side busy forward feature
Disable Call Forward on Busy	Configures the busy forward off code to deactivate the server-side busy forward feature
Enable Call Forward on No Answer	Configures the no answer forward on code to activate the server-side no answer forward feature
Disable Call Forward on No Answer	Configures the no answer forward off code to deactivate the server-side no answer forward feature
Enable Blocking Anonymous Call	Configures the Blocking Anonymous Call On code activate the server-side Blocking Anonymous Call feature
Disable Blocking Anonymous Call	Configures the Blocking Anonymous Call Off code deactivate the server-side Blocking Anonymous Call feature
Call Waiting On Code	Configures the call waiting on code to activate the server-side call waiting feature
Call Waiting Off Code	Configures the Call Waiting Off code to deactivate the server-side call waiting feature
Send Anonymous On Code	Configures the Anonymous Call On code activate the server-side Anonymous Call feature
Send Anonymous Off Code	Configures the Anonymous Call Off code deactivate the server-side Anonymous Call feature
RTP Encryption	Enable RTP encryption such that RTP transmission will be encrypted
Enable Session Timer	When the call timer is enabled, when the configuration item is switched on, the phone periodically sends the message and terminates the call without a reply
Session Timeout	Set the call session timer timeout period
Enable BLF List	Enable/Disable BLF List

BLF List Number	BLF List allows one BLF key to monitor the status of a group. Multiple BLF lists are supported. Set the BLF List number and bind the BLF List of this number to the DSSKEY
Response Single Codec	The ePhone8 will use single codec in response to an incoming call request
BLF Server	The BLF server is used in conjunction with the BLF list. Enter the BLF server, if the sever does not support subscription package, the registered server and subscription server will be separated.
Keep Alive Type	The server sends a (SIP option or UDP) message to maintain the call every interval. Set the line to use dummy UDP or SIP OPTION packet to keep NAT pinhole opened
Keep Alive Interval	Set the keep alive packet transmitting interval
Keep Authentication	Keep the authentication parameters from previous authentication
Blocking Anonymous Call	Reject any incoming call that does not present caller ID
User Agent	Set the user agent. The user agent will take this value in the SIP package
Specific Server Type	Set the line to function with a specific server type
SIP Version	Set the SIP version. To select the SIP version, the phone needs to be configured RFC2543 to communicate properly with the SIP1.0 gateway
Anonymous Call Standard	Set the standard to be used for anonymous calls
Local Port	Set the local port
Ring Type	Set the ring tone type for the line
Enable user=phone	Sets user=phone in SIP messages. The user = phone will be carried in the call request
Use Tel Call	Set use Tel Call
Auto TCP	Use TCP protocol to guarantee usability of transport for SIP messages above 1500 bytes
Enable Rport	Set the line to add Rport in SIP headers
Enable PRACK	Set the line to support PRACK SIP message
DNS Mode	Select DNS mode, A, SRV, NAPTR
Enable Long Contact	Allow more parameters in contact field per RFC 3840
Enable Strict Proxy	Enables the use of strict routing. When the phone receives packets from the server, it will use the source IP address, not the address in via field.
Convert URI	Convert non digit and non-alphabet characters to %hh hex code
Use Quote in Display Name	Add quote in display name, i.e. “ESI” vs ESI
Enable GRUU	Support Globally Routable User-Agent URI (GRUU)
Sync Clock Time	Time Sync with server
Enable Use Inactive Hold	With the post-call hold capture package enabled, you can see that, in the INVITE package, SDP is inactive.
Caller ID Header	Set the Caller ID Header

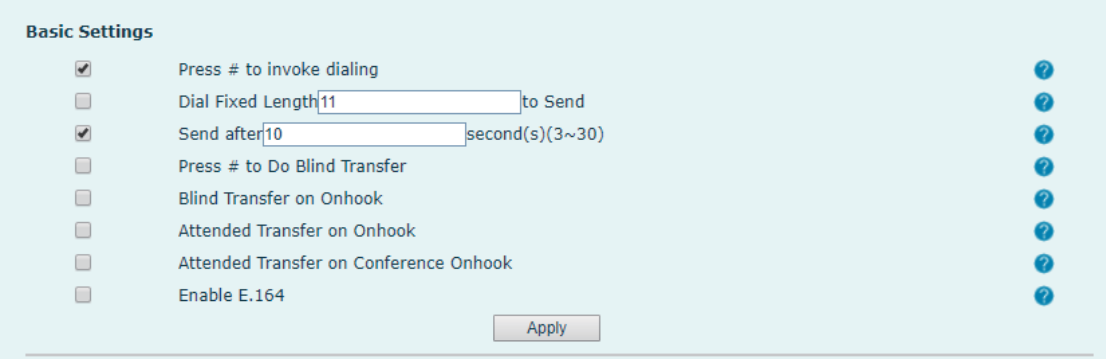
Use 182 Response for Call waiting	Set the ePhone8 to use 182 response code at call waiting response
Enable Feature Sync	Feature Sync with server
Enable SCA	Enable/Disable SCA (Shared Call Appearance)
CallPark Number	Set the CallPark number. Keep the call to the configured number, record the number of voice broadcasts, then use the number of other terminal call records to retrieve the call
Server Expire	Set the timeout to use the server.
TLS Version	Select a TLS Version.
uaCSTA Number	Set uaCSTA Number.
Enable Click To Talk	When enabled, click to call out directly with the use of a special server.
Enable ChangePort	Enables port updates.
VQ Name	Open the VQ name for VQ RTCP-XR.
VQ Server	Open VQ server address for VQ RTCP-XR.
VQ Server Port	Open VQ port for VQ RTCP-XR.
VQ HTTP/HTTPS Server	Enable VQ server selection for VQ RTCP-XR.
Flash mode	Choose Flash mode. Options are Normal or SIP Info.
Flash Info Content-Type	Set the SIP info content type.
Flash Info Content-Body	Set the SIP info content body.
PickUp Number	Set the scramble number when Pickup is enabled.
JoinCall Number	Set JoinCall Number.
Intercom Number	Set Intercom Number.
Unregister On Boot	Check the box to enable logout function.
Enable MAC Header	Check the box to open the registration of SIP package with user agent with MAC address.
Enable Register MAC Header	Check the box to open the registration user agent with MAC.
BLF Dialog Strict Match	Check the box to enable accurate matching of BLF sessions.
PTime(ms)	Select a time interval to send ptime field, default is Disabled.
SIP Global Settings	
Strict Branch	Check the box to strictly match the Branch field.
Enable Group	Enable SIP group server function as server backup.
Enable RFC4475	Set to enable RFC4475. After enabling, strictly observe RFC4475
Enable Strict UA Match	Open a strict UA match and only accept requests from the server
Registration Failure Retry Time	Set the registration failure retry time.
Local SIP Port	Modify the phone SIP port.
Enable uaCSTA	Set to enable the uaCSTA function.

Line >> SIP Hotspot

Set up a SIP hotspot. Refer to SIP Hotspot section.

Line >> Dial Plan

The user can achieve the desired dialing effect by opening / closing the existing rule or by adding a custom dialing rule.



Parameters	Description
Press # to invoke dialing	The user dials the other party's number and then presses the # key to dial out;
Dial Fixed Length	The number entered by the user is automatically dialed out when it reaches a fixed length
Send after (Timeout dial)	The system dials automatically after timeout
Press # to Do Blind Transfer	The user enters the number to be transferred and then presses the "#" key to transfer the current call to a third party
Blind Transfer on Onhook	After the user enters the number, hang up to transfer the current call to a third party.
Attended Transfer on Onhook	Hang up only after the transfer is answered by third party.
Attended Transfer on Conference Onhook	During a three-way call, hang up and the remaining two parties remain on the call.
Enable E.164	Reference E.164 standard specification

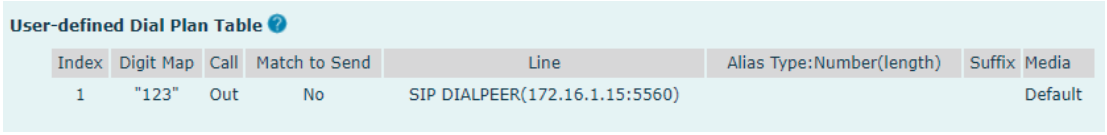
Add dialing rules:

This feature allows the user to create rules to make dialing easier. There are several different options for dial rules. The examples below will show how this can be used.

Parameters	Description
Digit Map	Use this field to set the dialing rule. There are two types of matching: Full Matching or Prefix Matching. In Full matching, the entire phone number is entered and then mapped per the Dial Peer rules. In prefix matching, only part of the number is entered followed by T. The mapping will then take place whenever these digits are dialed. Prefix mode supports a maximum of 30 digits.
Note: Two different special characters are used. • x -- Matches any single digit that is dialed. • [ ] -- Specifies a range of numbers to be matched. It may be a range, a list of ranges separated by commas, or a list of digits.	
Apply to Call	Apply to Outgoing calls, Incoming calls, or both.
Match to Send	Select whether numbers must match before they are sent
Media	Select media type to apply the dialing plan to
Line	Select which line to apply the dial plan to
Destination	Set Destination address. This is for IP direct.
Port	Set the Signal port. The default is 5060 for SIP.
Alias (Optional)	Set the Alias. This is the text to be added, replaced or deleted. It is an optional item.

Note: There are four types of aliases. • all: xxx - xxx will replace the phone number. • add: xxx - xxx will be dialed before any phone number. • del -The characters will be deleted from the phone number. • rep: xxx - xxx will be substituted for the specified characters.	
Phone Number	If an Alias is selected, type the number to apply to the Alias.
Length	Set the number of characters to be deleted. For example, if this is set to 3, the phone will delete the first 3 digits of the phone number. It is an optional item.
Suffix	Characters to be added at the end of the phone number (Optional).

Example 1: All Substitution -- Assume that it is desired to place a direct IP call to IP address 172.168.1.15. Using this feature, 123 can be substituted for 172.168.1.15.



User-defined Dial Plan Table

Index	Digit Map	Call	Match to Send	Line	Alias Type:Number(length)	Suffix	Media
1	"123"	Out	No	SIP DIALPEER(172.16.1.15:5560)			Default

Example 2: Partial Substitution -- To dial a long distance call that requires dialing area code 010 before the local phone number. Using this feature 1 can be substituted for 010. For example, to call 6221312 would only require dialing 16221312 instead of 0106221312.

User-defined Dial Plan Table

Index	Digit Map	Call	Match to Send	Line	Alias Type:Number(length)	Suffix	Media
1	"1T"	Out	No	ESI@SIP1	rep:010(1)		Default

Example 3: Addition -- Two examples are shown below. In the first case, it is assumed that 0 must be dialed before any 11 digit number beginning with 13. In the second case, it is assumed that 0 must be dialed before any 11 digit number beginning with 135, 136, 137, 138, or 139. Two different special characters are used.

x -- Matches any single digit that is dialed.
[] -- Specifies a range of numbers to be matched. It may be a range, a list of ranges separated by commas, or a list of digits.

Line >> Action Plan

When calling to a phone, the bound IP camera synchronously transmits video to the opposite phone (video support).

Parameter	Description
Number	Auxiliary phone number (support video)
Type	Supported video display on a call. Early triggering (ringing in and alerting out) and connected triggering after receiving
Direction	For video display, choose Incoming call, Outgoing call, or both
Line	Choose which lines to apply the action plan to.
Username	Bind the user name of the IP camera for accessing the URL
Password	Bind the password of the IP camera for accessing the URL
URL	Video streaming information. The URL corresponding to the action plan
User Agent	Set user agent information

Line >> Basic Settings

Set up the register global configuration.

Parameters	Description
STUN Settings	
Server Address	Set the STUN server address
Server Port	Set the STUN server port, default is 3478
Binding Period	Set the STUN binding period which can be used to keep the NAT pinhole opened.
SIP Waiting Time	Set the timeout of STUN binding before sending SIP messages
SIP P2P Settings	
Enable Auto Answering	Check the box to enable auto answering
Auto Answering Delay	Set the delay time before the phone auto answers an incoming call
DTMF Type	Select DTMF type
DTMF SIP INFO Mode	Set the SIP INFO mode to send '*' and '#' or '10' and '11'
Enable Preview	Check the box to enable preview
Preview Mode	Select a preview mode

Phone settings >> Features

Configuration phone features.

Parameters	Description
Basic Settings	
Enable Call Waiting	Enable this setting to allow user to take second incoming call during an established call. Default enabled.
Enable Call Transfer	Enable Call Transfer.
Semi-Attended Transfer	Enable Semi-Attended Transfer by selecting it
Enable 3-Way Conference	Enable 3-way conference by selecting it
Enable Auto on hook	The phone will hang up and return to idle automatically at hands-free mode
Auto HangUp Delay	Specify Auto Onhook time. The phone will hang up and return to idle automatically after elapsed time.
Ring from Headset	Enable Ring for Headset by selecting it, the phone plays ring tone from headset.
Enable Auto Headset	Enable this feature to enable headset auto answer.
Enable Silent Mode	When enabled, the ring volume is muted. User can use the volume keys or mute key to unmute.
Enable Default Line	If enabled, user can assign a default SIP line for dialing out rather than SIP1.
Enable Auto Switch Line	Enable to allow phone to select an available SIP line as default automatically.
Default Ext Line	Select the default line to use for outgoing calls
Ban Outgoing	If selected, ePhone8 cannot dial out to any number.
Hide DTMF	Configure the hide DTMF.
Enable CallLog	When enabled, call log will be saved.
Enable Restricted Incoming List	Enable restricted incoming call list.
Enable Allowed Incoming List	Enable allowed incoming call list.
Enable Restricted Outgoing List	Enable restricted outgoing call list.
Enable Country Code	Enable country code.
Country Code	Enter the country code.
Area Code	Enter the area code.
Enable Number Privacy	Enable number privacy.
Match Direction	Matching direction. There are two rules, from right to left and from left to right.
Start Position	Enable number privacy after the start of the defined position.
Hide Digits	Turn on number privacy to hide the number of digits.
Allow IP Call	If enabled, user can dial out with IP address

P2P IP Prefix	Prefix a peer-to-peer IP call.
Caller Name Priority	Change caller ID display priority.
Emergency Call Number	Designate a number that can be called when phone is locked. Default is 911.
Search path	Select the search path for contacts.
LDAP Search	Select an LDAP for searching contacts
Restrict Active URI Source IP	Set the ePhone8 to accept Active URI command from specific IP address.
Push XML Server	Configure the Push XML Server, when phone receives request, it will determine whether to display corresponding content on the phone which is sent by the specified server.
Enable Pre-Dial	Disabled. User enters number and audio channel will open automatically. Enabled. User enters number without opening audio channel automatically.
Enable Multi Line	If enabled, up to 10 simultaneous calls can exist on the phone, and if disabled, up to 2 simultaneous calls can exist on the phone.
Line Display Format	Custom line format:SIPn/SIPn:xxx/xxx@SIPn
Contact As Allowed List Type	Options are NONE, BOTH, DND Allowed, FWD Allowed
Block XML When Call	Disable XML push on call.
SIP Notify	When enabled, the phone displays the information when it receives the relevant notify content.
Enable Record	Enable call recording
Tone Settings	
Enable Holding Tone	When enabled, a tone plays when the call is held
Enable Call Waiting Tone	When enabled, a tone plays when call waiting
Play Dialing DTMF Tone	Play DTMF tone on the ePhone8 when user presses a phone digit while dialing. Default enabled.
Play Talking DTMF Tone	Play DTMF tone on the ePhone8 when user presses phone digits while talking. Default enabled.
DND Settings	
DND Option	Select an option to take effect on the line, on the phone, or off.
Enable DND Timer	If enabled, DND is automatically turned on from the start time to the end time.
DND Start Time	Set DND Start Time
DND End Time	Set DND End Time
Intercom Settings	
Enable Intercom	When intercom is enabled, the ePhone8 will accept the incoming call request with a SIP header of Alert-Info instruction to automatically answer the call after specific delay.
Enable Intercom Mute	Enable mute mode during the intercom call

Enable Intercom Tone	If the incoming call is intercom call, the phone plays the intercom tone
Enable Intercom Barge	The phone auto answers the intercom call during a call. If the current call is intercom call, the phone will reject the second intercom call
Redial Settings	
Enable Call Completion	Enable Call Completion
Enable Auto Redial	Redial the last number dialed automatically
Auto Redial Interval	Set a time interval to redial
Auto Redial Times	Set a number of times to attempt redial
Redial Enter CallLog	Enter redial attempts into the call log
Response Code Settings	
DND Response Code	Set the SIP response code on call rejection while DND is enabled
Busy Response Code	Set the SIP response code on line busy
Reject Response Code	Set the SIP response code on call rejection
Password Dial Settings	
Enable Password Dial	Enable Password Dial by selecting it. When the number that is entered begins with the password prefix, the following N numbers after the password prefix will be hidden as *. N stand for the value which was enter in the Password Length field. Example: Set the password prefix to 3, enter the Password Length to 2, then enter the number 34567, it will display 3**67 on the phone.
Encryption Number Length	Configure the Password Encryption Number length
Password Dial Prefix	Configure the prefix of the password call number
Power LED	
Common	Set power lamp state to on or off. Default is off.
SMS/Voice Mail	The status of power lamp when there is unread short message/voice message, including off/on/slow blink/fast-blink. Default is slow blink.
Missed call	The state of the power lamp when there is a missed call, including off/on/slow blink/fast-blink, the default is on.
Talk/Dial	Set talk/Dial state to on or off. Default is off.
Ringing	Power lamp status when there is an incoming call, including off/on/slow blink/fast blink, default is fast blink.
Mute	Power lamp status in mute mode, including off/on/slow blink/fast blink. Default is off.
Hold/Held	The power lamp state, including off/on/slow blink/fast blink. Default is off.
DssKey Settings	

BLF Idle	Status LED while phone is idle. LED states are On, Off, Slowblink, Fastblink. Colors are green, red, or orange
BLF Ring	Status LED while phone is ringing. LED states are On, Off, Slowblink, Fastblink. Colors are green, red, or orange
BLF Using LED	Status LED while phone is in use. LED states are On, Off, Slowblink, Fastblink. Colors are green, red, or orange
BLF Failed	Status LED call failed. LED states are On, Off, Slowblink, Fastblink. Colors are green, red, or orange
BLF Parked	Status LED while call is parked. LED states are On, Off, Slowblink, Fastblink. Colors are green, red, or orange
BLF Idle LED	Status LED while idle. LED states are On, Off, Slowblink, Fastblink. Colors are green, red, or orange

Phone settings >> Media Settings

Change voice Settings.

Parameter	Description
Codecs Settings	Select, enable, or disable voice encoding: G.711A/U,G.722,G.729, ILBC, Opus
Video Codecs	Select H264 or None
Media Settings	
Handset Volume	Set the audio volume of the handset. Value: 1~9.
Speakerphone Volume	Set the audio volume of the handsfree speakerphone. Value: 1~9.
Video Bit Rate	Select video bit rate. Value: 64kpbs~4Mbps.
Video Resolution	Select video resolution.
Video Frame Rate	Select a video frame rate. The higher the frame rate, the smoother the video, at the cost of bandwidth. Range: 5fps~30fps.
H.264 Payload Type	Sample size of the payload
DTMF Payload Type	Enter the DTMF payload type, the value must be 96~127.
Opus payload type	Set Opus load type, range 96~127.
OPUS Sample Rate	Set Opus sampling rate, including opus-nb (8KHz) and opus-wb (16KHz).
ILBC Payload Type	Set the ILBC Payload Type, the value must be 96~127.
ILBC Payload Length	Set the ILBC Payload Length
Enable Voice Mail Tone	When there is a new voice message, the phone will start a special dial tone.
Enable Hookflash	Enable the function of generating flash key when tapping hook
Enable VAD	Select to enable voice activity detection.
Onhook Time	Configure a minimum response time, which defaults to 200ms. Value: 100~1000 milliseconds.

EHS Type	Enable or Disable electronic hook switch.
Speakerphone Ring Volume	Enter a value for the incoming call ring volume. Value: 0~9.
Headset Volume	Adjust the volume of the headset audio. Value: 1~9.
MCAST Handsfree Volume	Adjust the audio volume of the multicast volume. Value: 1~9.
RTP Control Protocol(RTCP) Settings	
CNAME user	Set CNAME user
CNAME host	Set CNAME host. Optional. The local IP address is set by default
RTP Settings	
RTP keep alive	Hold the call and send the packet after 30 seconds
Alert Info Ring Settings	
Value	Set the value to specify the ring type.
Line	Select a line to configure
Ring Type	Type 1 through Type 9

Phone settings >> MCAST

This feature allows user to make some kind of broadcast call to people who are in multicast group. User can configure a multicast DSS Key on the phone, which allows user to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address without involving SIP signaling. You can also configure the phone to receive an RTP stream from pre-configured multicast listening address without involving SIP signaling. You can specify up to 10 multicast listening addresses.

Parameters	Description
Priority	Define the priority of the active call, 1 is the highest priority, 10 is the lowest.
Enable Page Priority	The voice call in progress shall take precedence over all incoming paging calls.
Name	Listened multicast server name
Host: port	Listened multicast server's multicast IP address and port.
Channel	Select a channel that a multicast group will join
MCAST Dynamic	Set an expire time

Phone settings >> Action

Action URL Event Settings
Action URL's are used for IP PBX systems to submit phone events.

Phone settings >> Time/Date

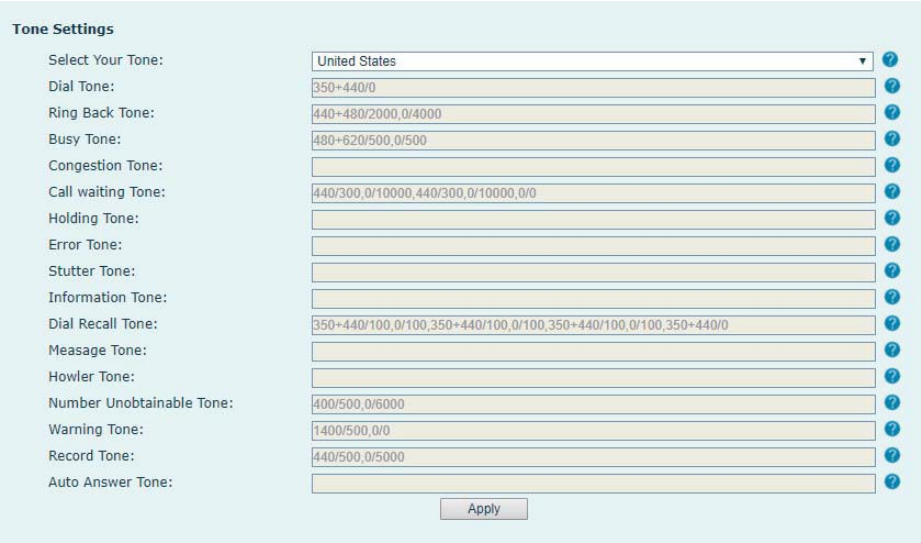
The user can configure the time Settings of the phone on this page.

Parameters	Description
Network Time Server Settings	
Time Synchronized via SNTP	Enable time-sync through SNTP protocol
Time Synchronized via DHCP	Enable time-sync through DHCP protocol
Primary Time Server	Set primary time server address
Secondary Time Server	Set secondary time server address, when primary server is not reachable, the ePhone8 will try to connect to secondary time server to get time synchronization.
Time Zone	Select the time zone
Resync Period	Time of re-synchronization with time server
12-Hour Clock	Set the time display in 12-hour mode
Time/Date Format	Select the time/date display format
Daylight Saving Time Settings	
Location	Phone will set daylight saving time automatically based on the location
DST Set Type	Choose DST Set Type. If set to Manual, start time and end time have to be set manually.
Fixed Type	Daylight saving time rules are based on specific dates or relative rule dates for conversion.
Offset	Set the offset in minutes when DST started
Month Start	The DST start month
Week Start	The DST start week
Weekday Start	The DST start weekday
Hour(s) Start	The DST start hour
Month End	The DST end month
Week End	The DST end week
Weekday End	The DST end weekday
Hour(s) End	The DST end hour
Minute End	The DST end minute
Manual Time Settings	Set time and date manually. User must disable Time Synchronized via SNTP for this function to become available. Otherwise, it is grayed out.

Phone settings >> Tone

Tone Settings allows users to configure a phone prompt.

User can either select tones by country or customize the tones by selecting **Custom** from the drop-down list. If a country is selected, the tones will be populated automatically. If **Customize** is selected, the tones can be modified.



Phone settings >> Advanced

User can configure the advanced settings in this page.

- Screen Configuration.
  - Enable or disable screen saver
  - Set Timeout for screen saver
- LCD Menu Password Settings. The password is admin by default.
- Keyboard Lock Settings: Enable keyboard lock.
- Greeting Words: The greeting message will display on the top left corner of the LCD when the ePhone8 is idle, which is limited to 16 characters. The default chars are ‘VOIP PHONE’.

Phonebook >> Contacts

User can add, delete, or edit contacts in the phonebook. User can browse the phonebook and sort it by name, phones, or filter them by group.

To add a new contact, click **Add New Contact**, enter contact's information and click **OK**.

To edit a contact, click **Edit** to the right of the contact, and click **OK**.

To delete one or multiple contacts, click the checkbox to the left of the contacts and click the **Delete** key.

User can also add multiple contacts into the Favorites group by clicking the boxes to the left of the contacts to select them, then by clicking **Add To Group**.

Similarly, user can select multiple users and add them into blocked list by click "Add to Blocked List" key.

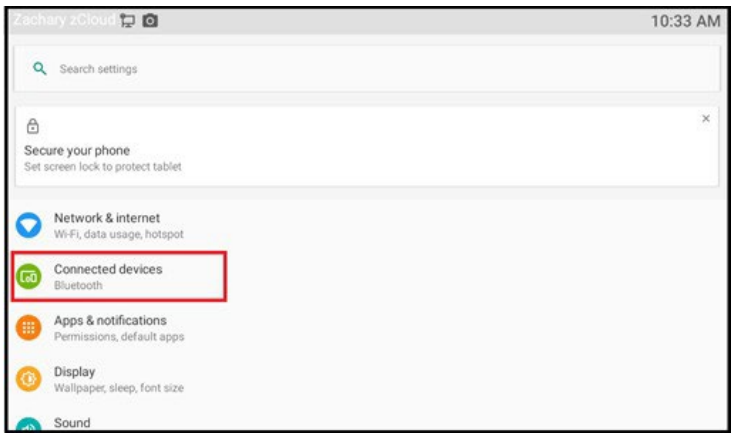
iPhone Contacts – Transfer via Bluetooth

Pairing Your Cell Phone

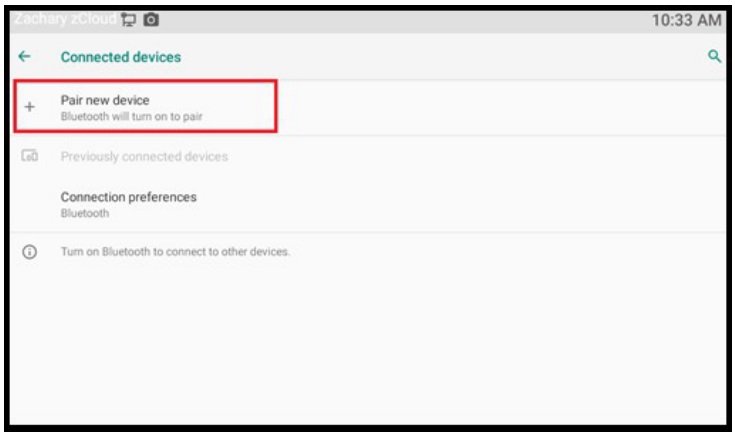
1. Select the Menu key

2. Select Settings

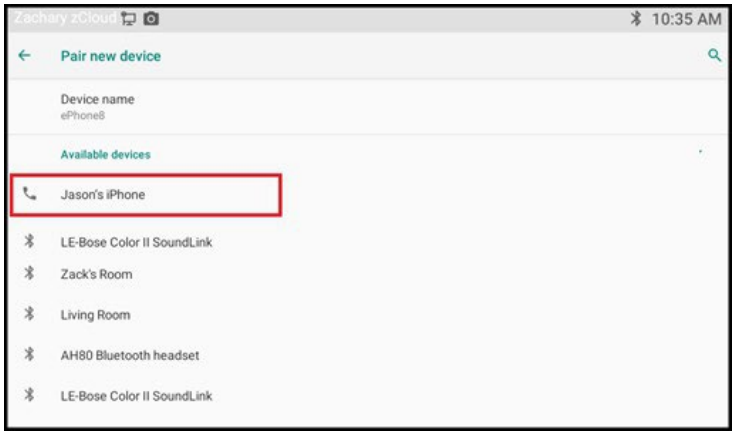
3. Select Connected devices Bluetooth



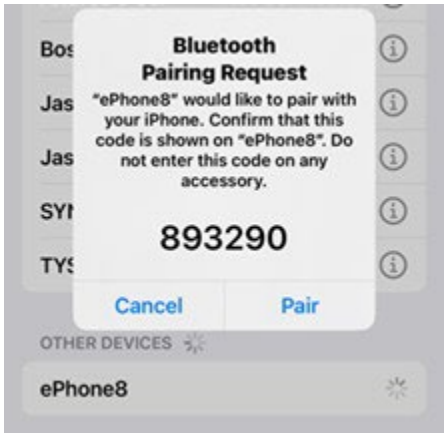
4. Select Pair new device



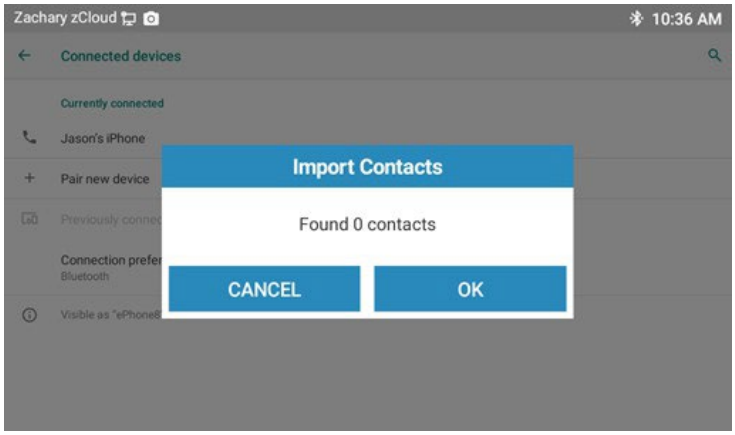
5. On your cell phone make sure Bluetooth is on. Then select your device.



6. On your cell phone you'll receive a popup to accept the Bluetooth connection, select Pair



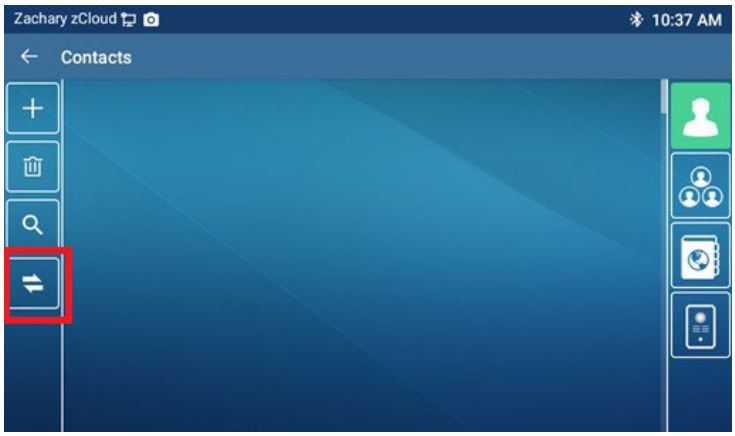
7. Contacts may try to download automatically from your phone when paired, but zero contacts are found. Select OK. You'll need to enable contact sharing on your cell phone to share your contacts. See Enable Sync Contacts via Bluetooth section to enable contact sharing.



Importing Contacts

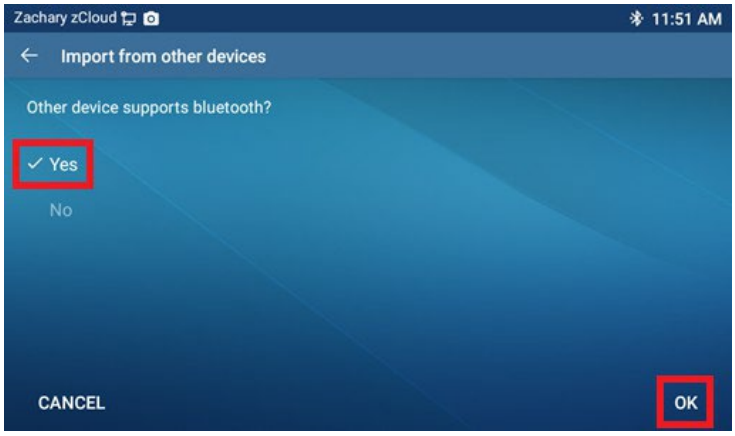
1 On the ESI ePhone8 Select Contacts

2 Select Transfer icon

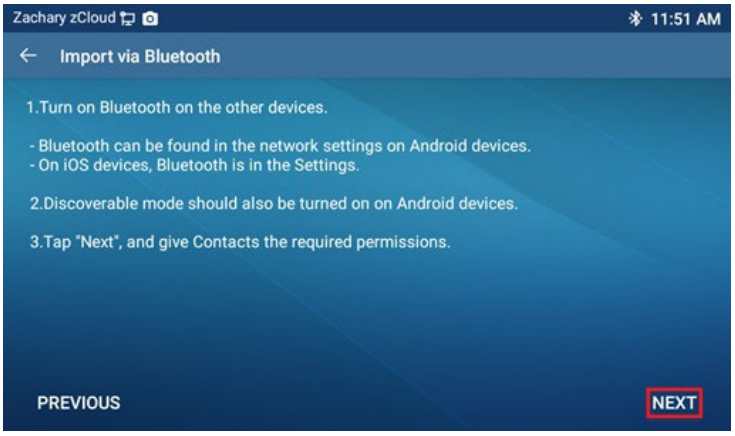


3 Select Import from other devices

4 Select Yes and OK

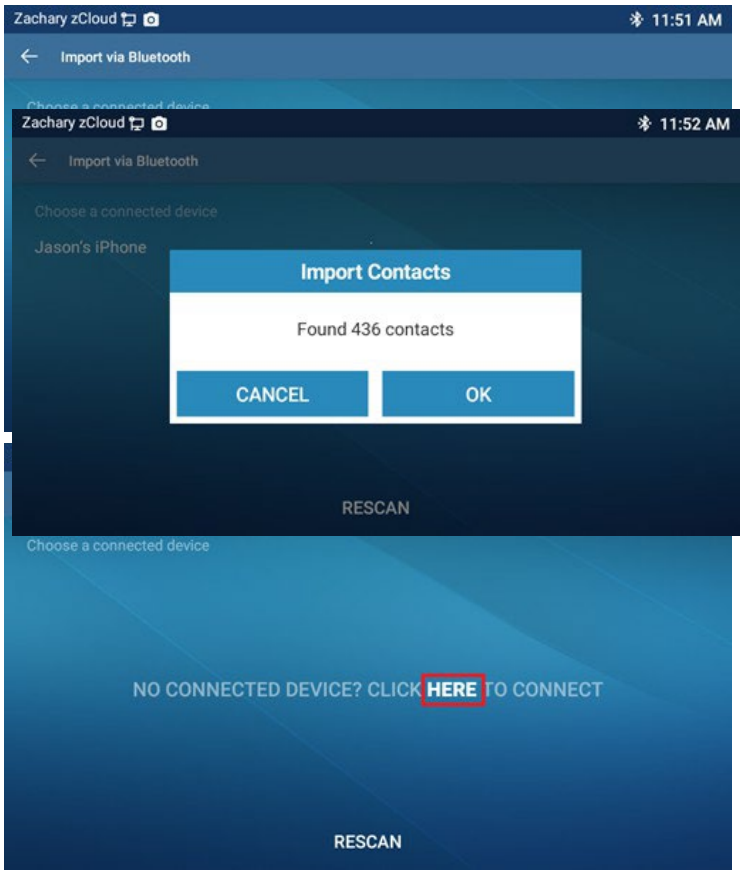


5 Select Next



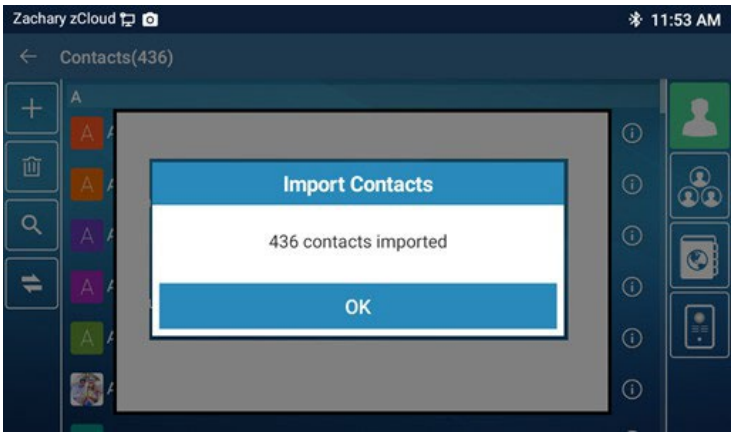
6 Select your device. If you have not paired your cell phone yet, click **HERE** to pair your cell phone, then Select your device once complete.

7 A popup is displayed showing the number of contacts found, select **OK**



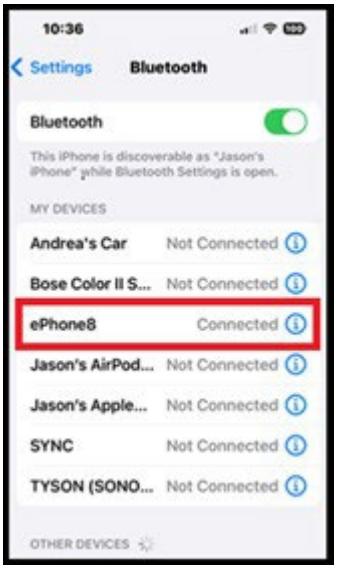
If you have not enabled sync contacts via Bluetooth on your cell phone, you'll receive zero contacts found. See Enable Sync Contacts via Bluetooth section to enable contact sharing

8 Contacts are Imported



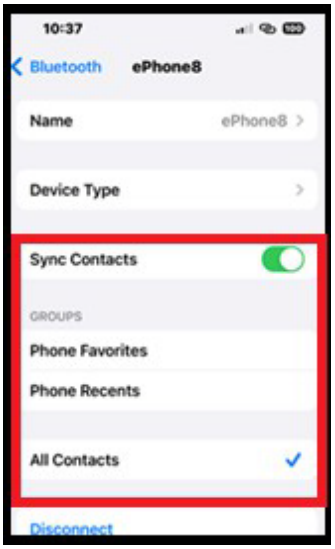
Enable Sync Contacts via Bluetooth

1. Allow your cell phone to share contacts over Bluetooth. On your cell phone go to Bluetooth and select ePhone8.



2. Enable Sync Contacts and select which contacts you want to share

   Note: The ESI ePhone8 must attempt to sync your contacts before the Sync Contacts option is shown.



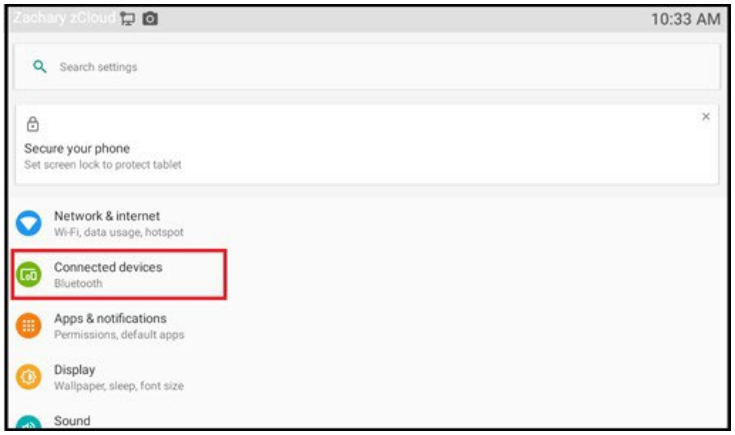
Android Contacts – Transfer via Bluetooth

Pairing Your Cell Phone

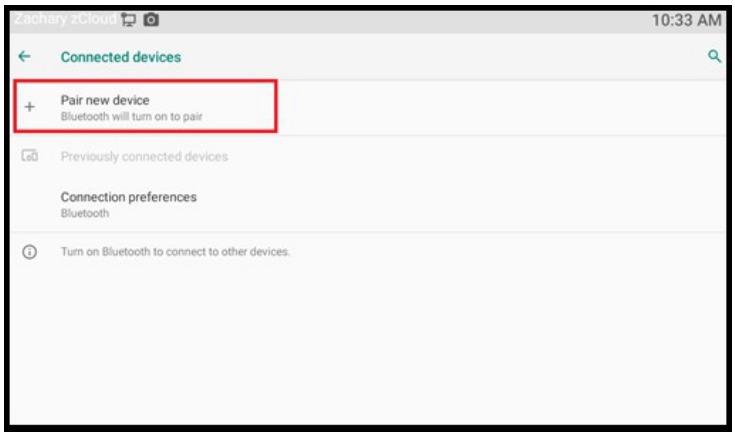
1 Select the Menu key

2 Select Settings

3 Select Connected devices Bluetooth

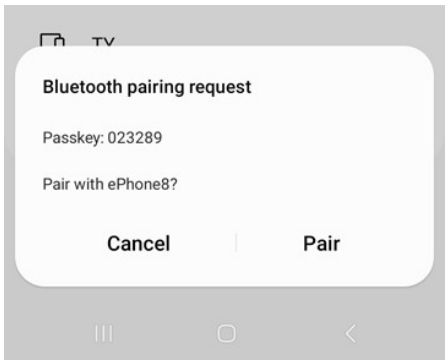


4 Select Pair new device

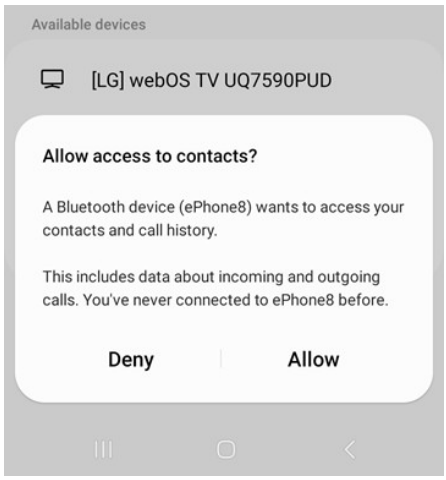


5 On your cell phone make sure Bluetooth is on. Then select your device

6 On your cell phone you'll receive a popup to accept the Bluetooth connection, select Pair



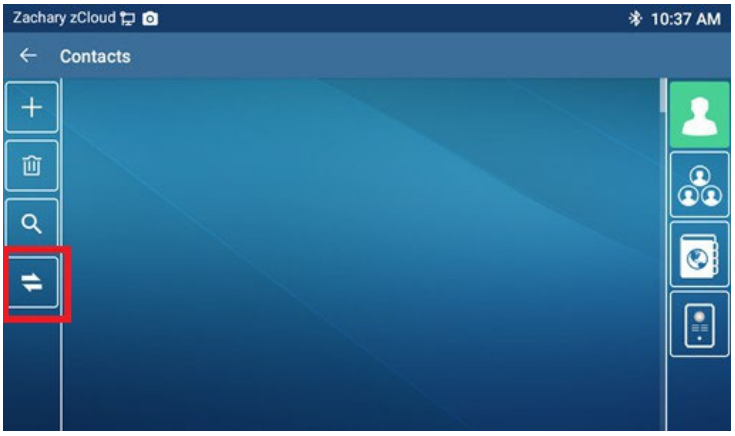
7 Allow the ESI ePhone8 access to your cell phone contacts.



Importing Contacts

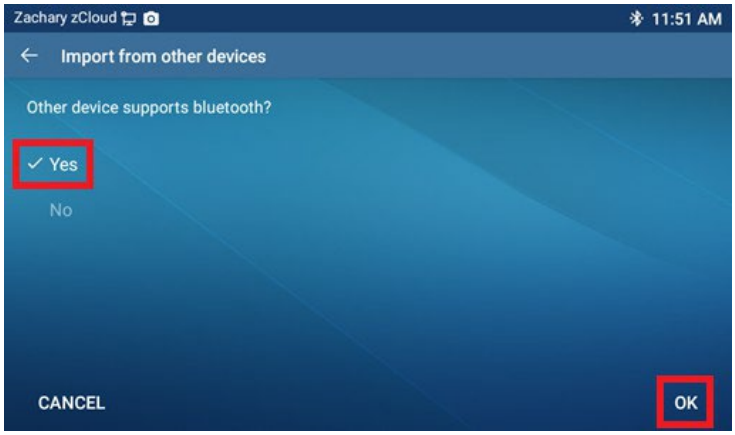
1 On the ESI ePhone8 Select Contacts

2 Select Transfer icon

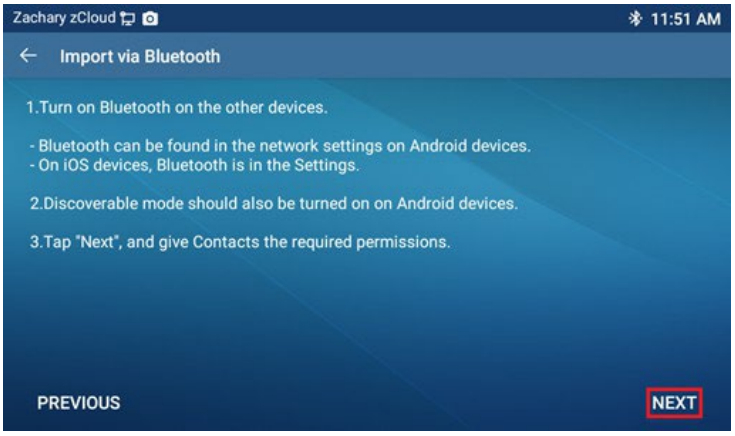


3 Select Import from other devices

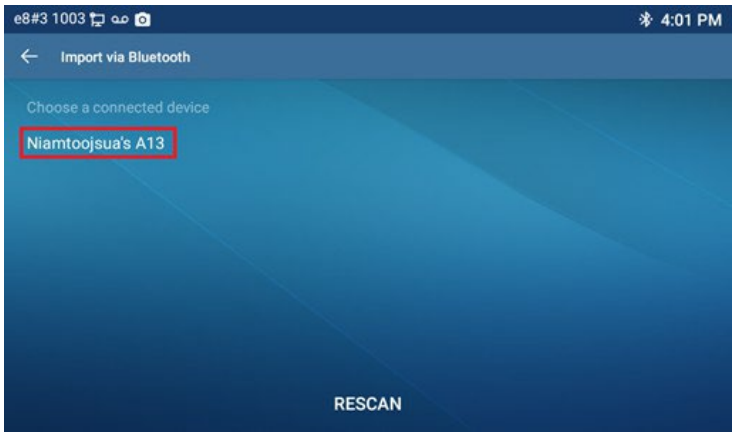
4 Select Yes and OK

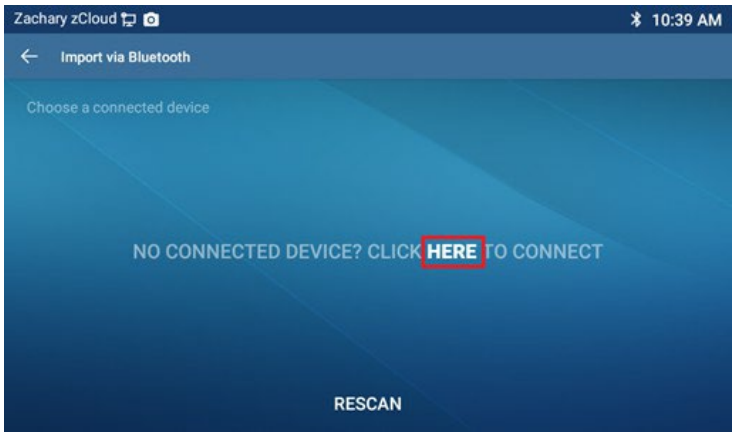


5 Select Next

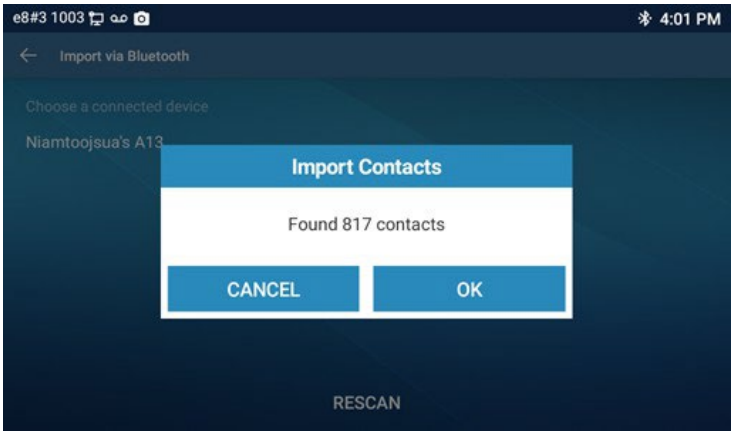


6 Select your device. If you have not paired your cell phone yet, click **HERE** to pair your cell phone, then Select your device once complete.

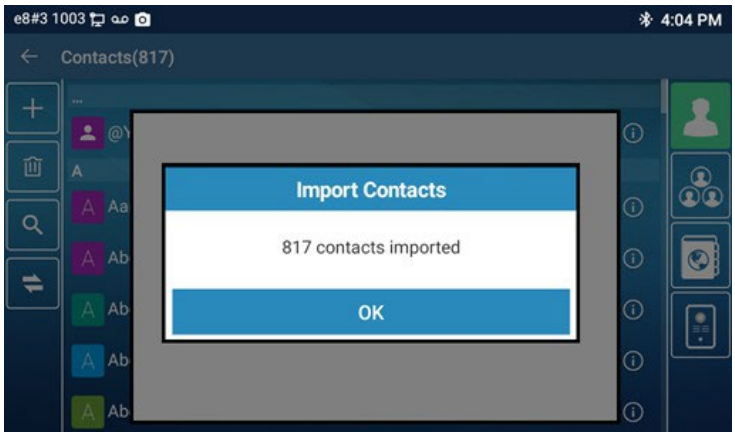




7 A popup is displayed showing the number of contacts found, select **OK**



8 Contacts are Imported



Phonebook >> Cloud phonebook

Cloud Phonebook

Each cloud phonebook must be configured with a URL where an XML phonebook is stored. The URL may be based on HTTP/HTTPs or FTP protocol with or without authentication. If authentication is required, user must configure the username and password.

To configure a cloud phonebook, the following information should be entered:

- Cloud Phonebook name (must)
- Cloud Phonebook URL (must)
- Authentication Name (optional)
- Authentication Password (optional)

LDAP Settings

The cloud phonebook allows user to retrieve contact list from a LDAP Server through LDAP protocols. User must configure the LDAP Server information and Search Base to be able to use it on the ePhone8. If the LDAP server requests an authentication, user should also provide username and password.

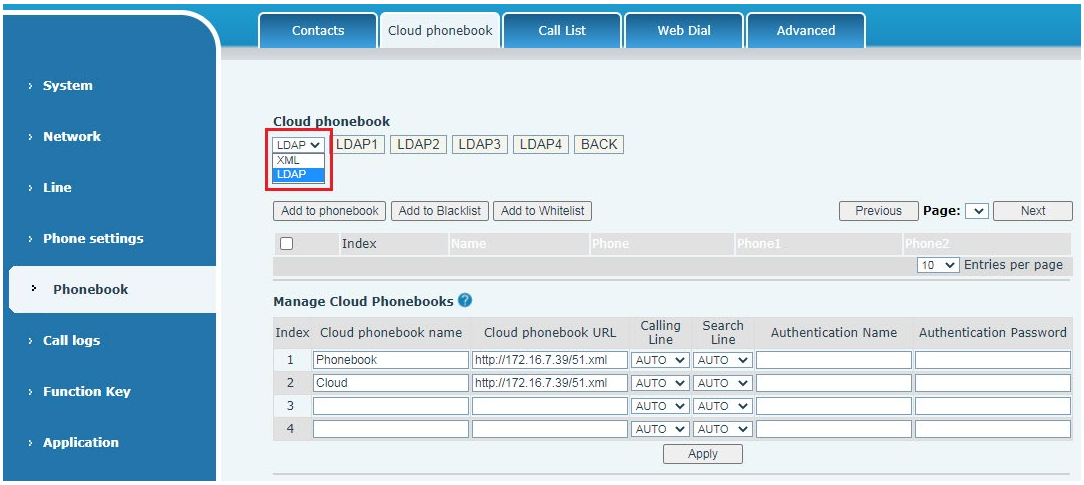
To configure a LDAP phonebook, the following information should be entered:

- Display Title (required)
- Server Address (required)
- Server Port (required)
- Search Base (required)
- Username (optional)
- Password (optional)

Webpage preview

Phone page supports preview of Internet phone directory and contacts. After setting up the XML VoIP directory or LDAP,

- Select [**Phone book**] >> [**Cloud phonebook**] >> [**Cloud phonebook**] to select the type.
- Select XML/LDAP from the drop down list to download the contact for browsing.



Phonebook >> Call List

Allow and restrict calls.

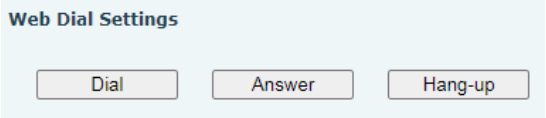
- **Restricted Incoming Calls**:
  This function is similar to a blocked list. Add the number to the blocked list, and the user will no longer receive calls from the stored number until the user removes it from the list.
  Users can add specific Numbers to the blocked list or add specific prefixes to the blocked list to block calls with all Numbers with this prefix.

- **Allowed Incoming Calls**:
  When DND is enabled, the allowed incoming call number can still be answered.

- **Restricted Outgoing Calls**:
  Add a number to restrict outgoing calls to that number.

Phonebook >> Web Dial

Use Webpage to make a call, answer a call, and hang up. Click **Dial** to dial a number. Click **Answer** to answer a call. Click **Hang-up** to terminate a call.



Phonebook >> Advanced

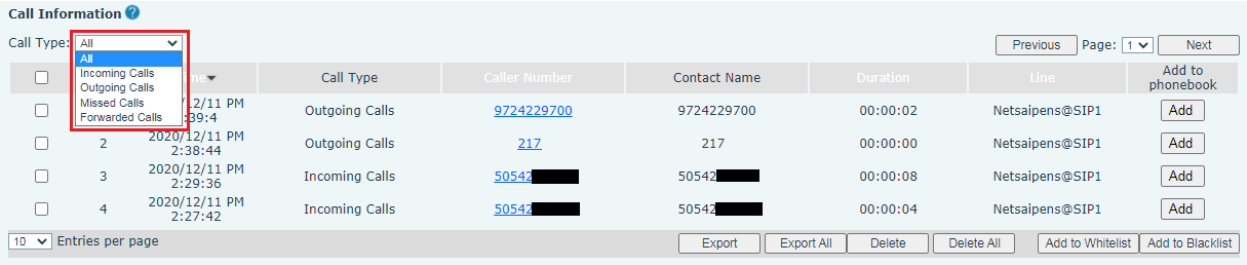
Users can export the local phone book in XML, CSV, and VCF format and save it on the local computer. Users can also import contacts into the phone book in XML, CSV, and VCF formats.

If the user imports the same phone book repeatedly, the same contact will be ignored. If the name is the same but the number is different, the contact is created again.

Users can delete groups or add new groups on this page. Deleting a contact group does not delete contacts in that group.

Call Logs

- The user can browse the complete call record in this page. The call record can be sorted by time, call number, contact name or line, and the call record can be screened by call record type (incoming call, outgoing call, missed call, forward call).
- The user can also save the number in the call record to his/her phone book or add it to the blocked list/allowed list.
- Users can also dial the Webpage by clicking on the number in the call log. Users can also download call records conditionally and save them locally.



Function Key >> Function Key

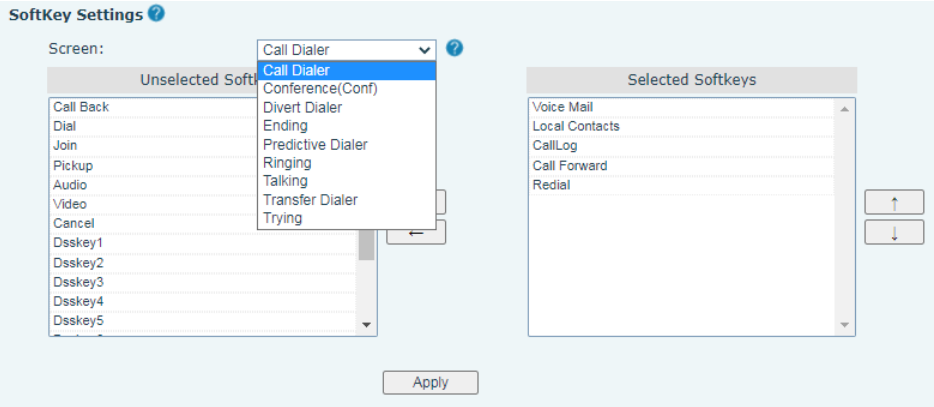
Set up DSS keys to perform various key press functions.

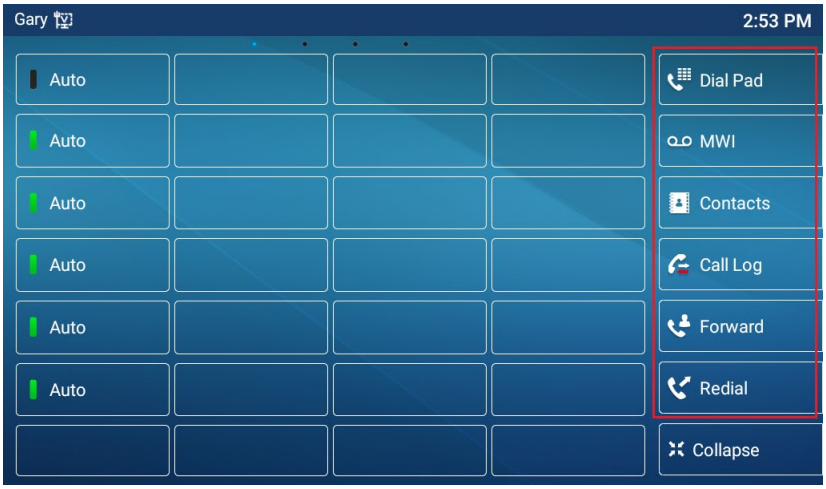
- Function Key Settings:
  Dsskey Transfer Mode: Selections are Make a New Call, Blind Transfer, Attended Transfer, Conference Call, Play DTMF.
  DSSkey Home Page: None, Page1, Page2, Page3, Page4
  The ePhone8 provides 118 user-defined shortcuts that users can configure on a Webpage.

Type	Subtype
Memory Key	**BLF (NEW CALL/BXFE/AXFER/CONF/DTMF)**: These are used to prompt a user of the state of the subscribed extension, which helps user monitor the state of subscribe extension (idle, ringing, a call). User can also pick up the subscribed extension. Note: Enter the pickup number for a specific BLF key to perform the pickup operation. **Presence**: Compared to BLF, Presence is also able to see if a user is online. Note: User cannot subscribe the same number to BLF and Presence at the same time. **Speed Dial**: User can call the number directly. This feature is convenient for numbers which are dialed frequently. **Intercom**: This feature allows the operator or the secretary to connect to the phone quickly. It is widely used in office environments.
Line	User can make a call by pressing the configured Line Key.
Key Event	User can select a key event as a shortcut to a feature. Example: Key can be configured as MWI / DND / Release / Headset / Hold / etc.
DTMF	Allows user to dial a number quickly and easily.
URL	Open a specific URL directly.
Share Line	Not operational
BLF List Key	Not operational
MCAST Paging	Configure the multicast address and audio codec. User presses the key to initiate the multicast.
Application	Open a phone app quickly.
Action URL	The user can use a specific URL to make basic calls.
XML browser	User can set the DSS Key for specific URL download and other operations.
MCAST Listening	A key that can be programmed to alert user of a broadcast from a specific address.

Function Key >> Softkey

These are the six selectable keys that will appear on the right side of the function key page on the phone display when configured. Select a Screen from the drop down list, select a key, then use the left/right arrows to add or remove keys, or use the up/down arrows to organize the keys.





Parameter	Description
Call Dialer	Call/Dial/Join/Pickup/ Audio/Video/Cancel/Dsskey/Redial/Call Forward/ Call Log/Local Contacts/Voice Mail
Conference	Notepad/Release/Dsskey/Split/Hold/End/Mute/Dialpad/Exit
Divert Dialer	Dsskey/Cancel/Forward/CallLog/Local Contacts
Ending	Redial/Dsskey/End/Auto Redial/Complete
Predictive Dialer	Call Back/Dial/Audio/Pickup/Join/Video/Cancel/Dsskey/Redial/ Call Forward/CallLog/Local Contacts/Voice Mail
Ringing	Answer/Mute/Release/Open/Dsskey/Reject/Video/Audio/Forward
Talking	Mute/Notepad/Release/Open/Local Contacts/Record/Listen/RTP/Codec/ Dsskey/Dialpad/New Call(New)/Transfer(XFER)/End/Hold/Conference(Conf)
Transfer Dialer	Dial/Audio/Video/Dsskey/Cancel/Transfer(XFER)/CallLog/Local Contacts
Trying	Release/Dsskey/Cancel/Transfer(DFER)/Dialpad

Function Key >> Advanced

Global key Settings

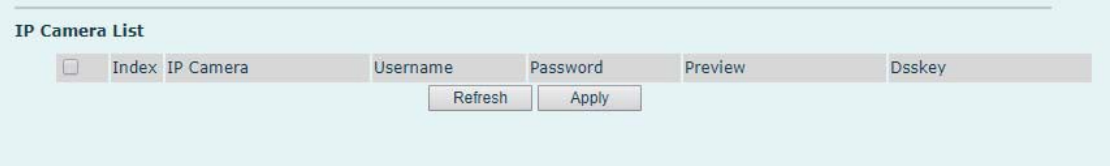
Select the function of the memory key while on a call. Selections are None, Call Hold, and Hangup. The configured memory key has a call path. If the global configuration is maintained, pressing the memory key again will maintain the call path. If configured to hang up, pressing the memory key again will hang up the call.

Programmable key Settings

The navigation keys can be programmed to perform other functions. The keys can be set to perform a different function from the Desktop, Dialer, while in call, or with a long press. Select a function from the drop down list and click Apply.

IP Camera List

Search for IP Camera's.



Application >> Doorphone Settings

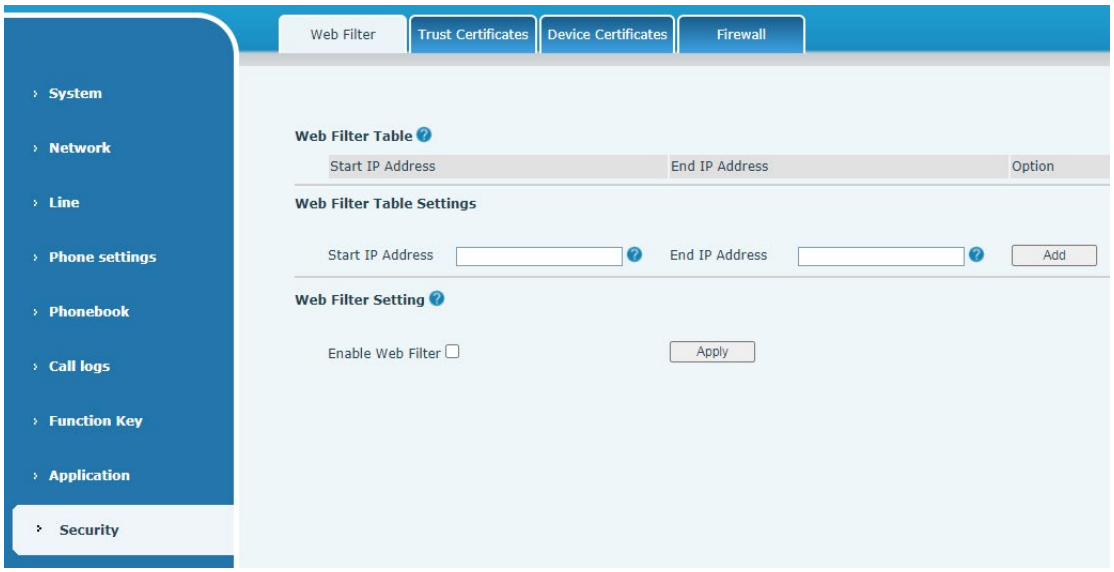
Add the access control settings, including the number, access code and password, for a phone that supports a key to open the door, when talking with this access number, press a key to open the door button, and will correspond to send access code or door password DTMF to access control, to open the door.

Application >> Manage Recording

From here the user can enable, view and manage call recordings.
Refer to Record section for details of recording.

Security >> Web Filter

The user can set up a configuration management phone that allows IP access only machines on a certain network segment.



Web Filter Table

Add and remove IP segments that are accessible; Configure the starting IP address and ending IP address within the start IP range, and click [**Add**]. A large network segment can be set, or it can be divided into several network segments. When deleting, click [**Delete**] to the right of the segment to be deleted.

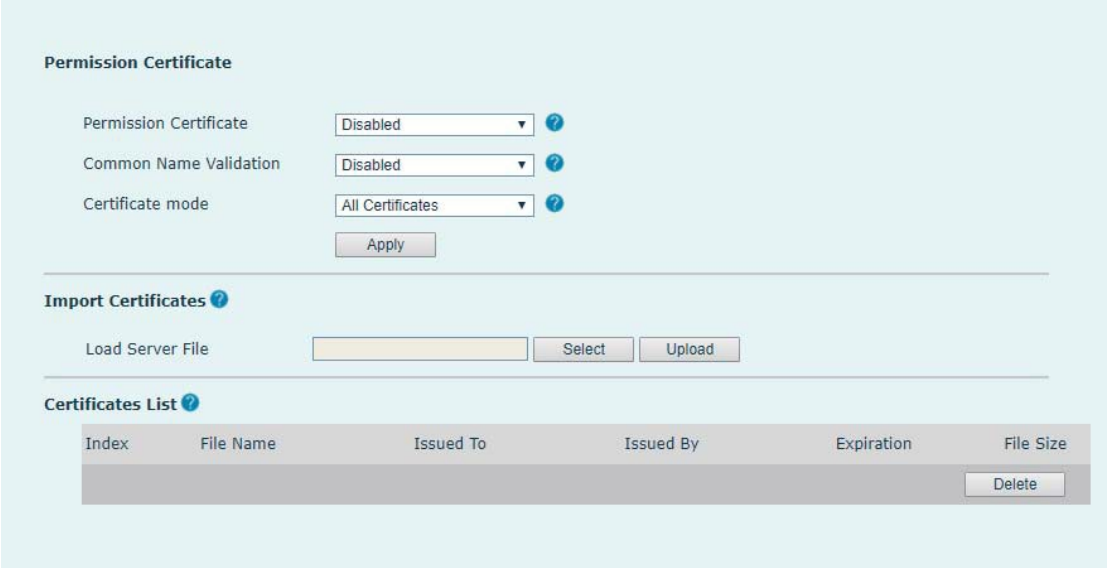
Web Filter Setting

Enable/disable Webpage access filtering by clicking the check box next to Enable Web Filter and click Apply.

Note: If the device being accessed is in the same network segment as the phone, do not configure the filter segment of the Webpage to be outside of the network segment, otherwise the login Webpage of that device will be blocked.

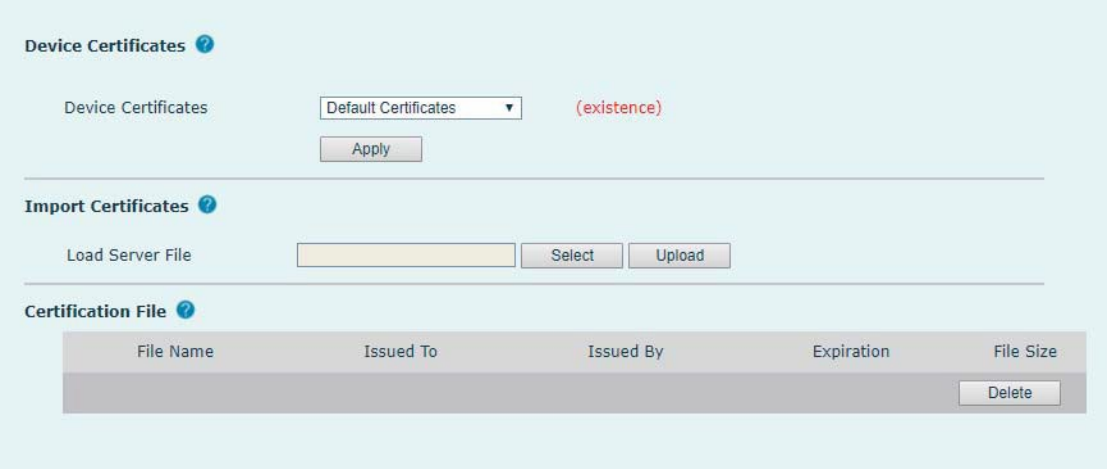
Security >> Trust Certificates

From here, Enable/Disable license certificates and general name validation, and select, upload and delete certificates.



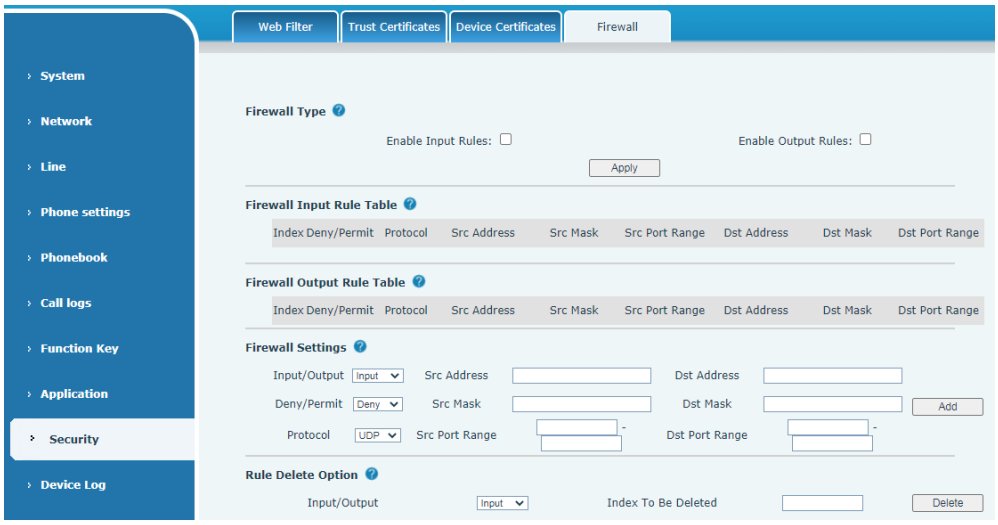
Security >> Device Certificates

Select Default Certificates or Custom Certificates and click Apply. Upload and delete certificates.



Security >> Firewall

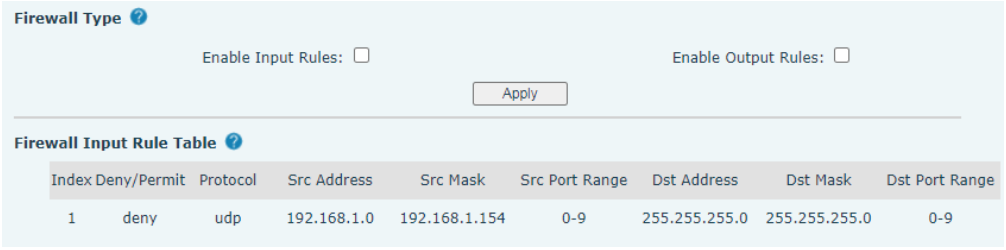
Setting firewall rules can help prevent malicious attacks, restrict external access, restrict user access, and improve security. From here, set firewall type, set firewall rules and manage firewalls.



This feature supports two types of rules, input rules and output rules. Each rule is assigned an ordinal number, allowing up to 10 for each rule.
Firewall settings can be complex. See the following example to illustrate:

Parameter	Description
Enable Input Rules	Indicates that the input rule application is enabled.
Enable Output Rules	Indicates that the output rule application is enabled.
Input/Output	Select whether the currently added rule is an input or output rule.
Deny/Permit	Select whether the current rule configuration is disabled or allowed;
Protocol	There are three types of filtering protocols: TCP | UDP | ICMP.
Src Port Range	Filter port range
Src Address	Source address can be host address, network address, or all addresses 0.0.0.0; It can also be a network address similar to *.*.*.0, such as: 192.168.1.0.
Dst Address	The destination address can be either the specific IP address or the full address 0.0.0.0; It can also be a network address similar to *.*.*.0, such as: 192.168.1.0.
Src Mask	Source address mask. When configured as 255.255.255.255, it means that the host is specific. When set as 255.255.255.0, it means that a network segment is filtered.
Dst Mask	Destination address mask. When configured as 255.255.255.255, it means the host is specific. When set as 255.255.255.0, it means that a network segment is filtered.

After inputting rule settings, click [**Add**] and a new item will be added in the firewall input rule, as shown in the figure below:



Then check Enable Input Rules and/or Enable Output Rules and click [Apply].
When the device is running, 192.168.1.118 cannot be pinged because it is forbidden by the output rule. However, segment 192.168.1.0 can still normal receive a ping response from the destination host.

To delete, select the rule from the list and click [**Delete**].

Device Log >> Device Log

A device log can be recorded and stored for troubleshooting purposes. This log can be used to diagnose an issue. Click [**Start**] to begin log recording. Click [**Stop**] to end log recording. Click [**Clear**] to clear the log. Click [**Save**] to save the log. Refer to Get Log Information section.

Trouble Shooting

When the phone is not functioning normally, the user can try the following methods to restore normal operation, or collect relevant information for troubleshooting the problem.

Get Device System Information

From the phone, collect information by pressing [**Phone Settings**] >> [**Common**]. This will provide Phone information, Network information, Account information.

Reboot Device

Rebooting any electronic device can resolve many issues.
From the phone, go to [**Phone Settings**] >> [**Reboot**], and confirm the action by pressing [**OK**]. Or, simply power cycle the phone by unplugging it and plugging it back in.

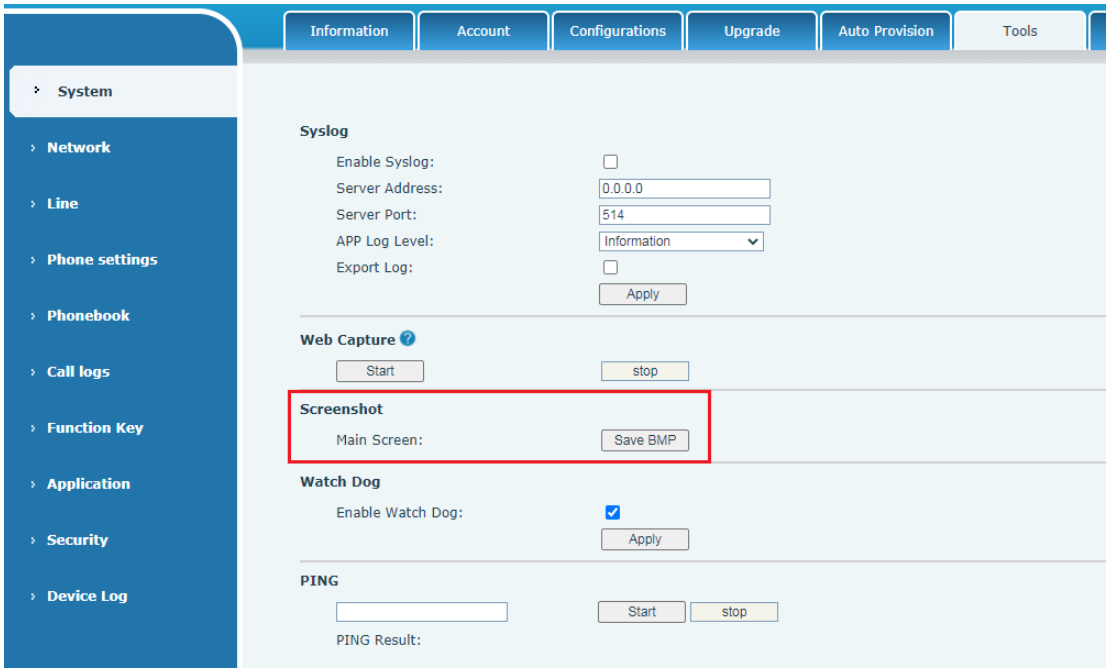
Reset Device to Factory Default

Factory Reset will erase all user's configuration, preference, database and profiles and restore the ePhone8 back to its original factory settings.

From the phone, press [**Phone Settings**] >> [**Maintain**] >> [**Phone Reset**], >> [**Reset**], and confirm the action by pressing [**OK**].

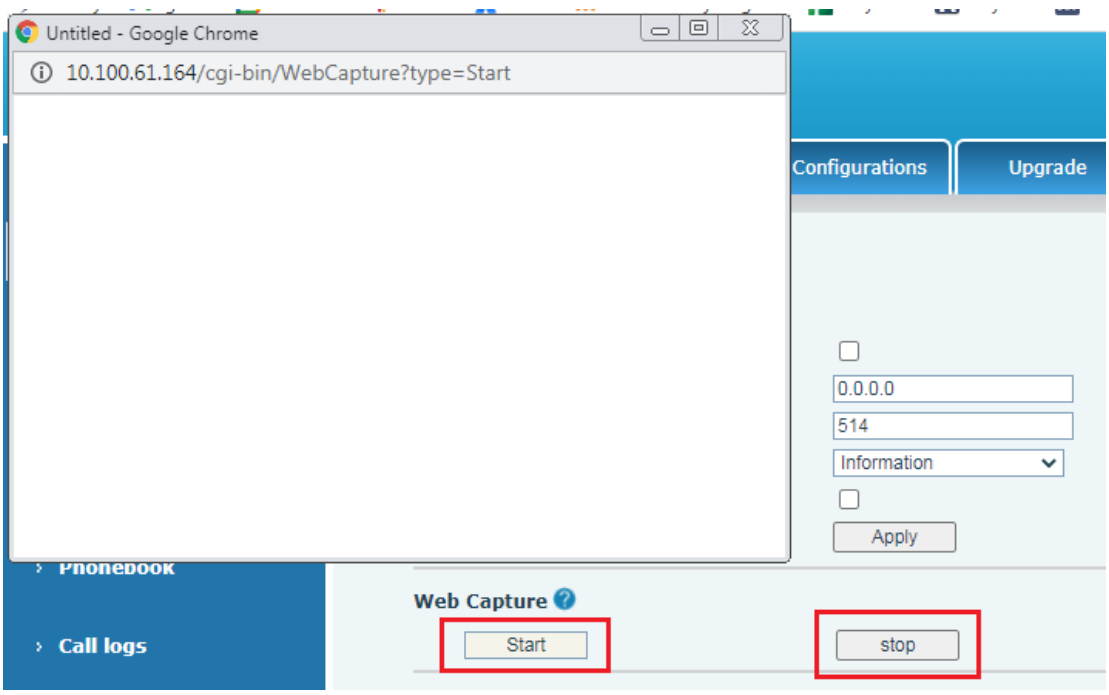
Screenshot

If there is a problem with the phone, a screenshot can help identify the problem. In order to obtain screen shots, log in the phone Webpage and go to [**System**] >> [**Tools**], and click **Save BMP**.



Network Packet Capture

Sometimes it is helpful to capture information if real time for troubleshooting purposes. Log into the ePhone8 Web portal, go to page [**System**] >> [**Tools**] and click [**Start**] in the "**Web Capture**" section. User will be prompted to save the capture file. Duplicate the issue by performing relevant operations such as activate/deactivate line or making phone calls and click the [**Stop**] button when finished to save the file to the network. See image below.



Get Log Information

Log information is helpful when encountering an exception problem. In order to get the log information of the phone, the user can log in the phone Webpage, open the page [**Device log**], click the [**Start**] button, follow the steps of the problem until the problem appears, then click the [**End**] button, [**Save**] to local analysis or send the log to the technician to locate the problem.

Common Trouble Cases

Trouble Case	Solution
ePhone8 will not boot up	1. The ePhone8 is powered by externally via power adapter or PoE switch. Try a different power adapter (provided by ESI) or PoE switch that meets POE specification requirements. 2. If “POST MODE” appears on the ePhone8 screen, the ePhone8 system image has been corrupted. Contact technical support for assistance.
EPhone8 will not register to a service provider	1. Make sure ePhone8 is securely connected to the network. The network Ethernet cable should be connected to the [Network] port NOT the [PC] port. If the cable is not securely connected to the network icon [WAN disconnected] will be flashing in the middle of the screen. 2. C heck if the ePhone8 has an IP address. Check the system information, if the IP displays “Negotiating”, the ePhone8 does not have an IP address. Check if the network configuration is correct. 3. If network connection is fine, check again your line configurations. If all configurations are correct, contact your service provider to get support, or refer to Network Packet Capture section to get the network packet capture of registration process for troubleshooting purposes.
No Audio or Poor Audio in Handset	1. Verify that handset is connected to the Handset ( ) port, and NOT the Headset ( ) port. 2. Network bandwidth and delay may be not suitable for an audio call at the moment.
Low Volume, Poor Audio, No Audio in Headset	1. The headset may not be compatible with the ESI ePhone8. 2. Network bandwidth and delay may be not suitable for audio call at the moment. 3. Verify that headset is connected to the Headset jack and not the handset jack.
Audio is chopping at far end in Hands-free speaker mode	This is usually due to loud volume feedback from speaker to microphone or loud background noises. Lower the speaker volume until the chopping goes away or use the handset.

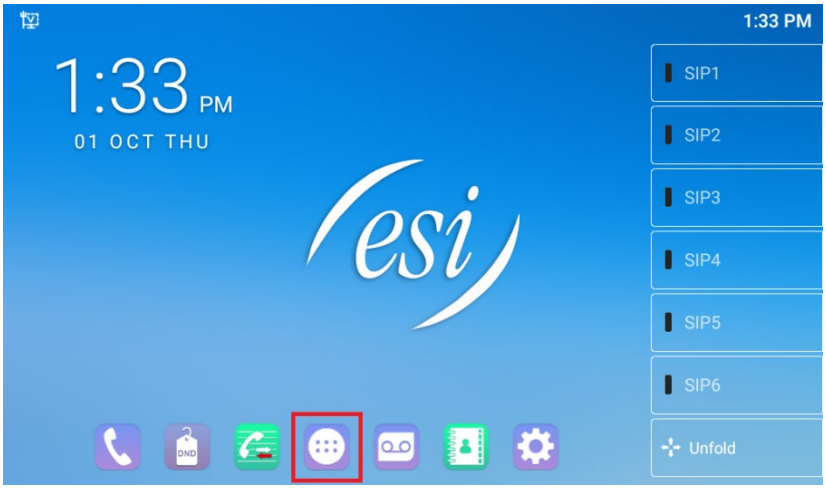
Apps

Icon	App name	Description
	Apps	Located on home screen. Tap to view the App screen.
	BluetoothSpeaker	Play music through an external Bluetooth speaker.
	Browser	A Web browser on the phone, this app allows user to access the internet as easily as they would from their pc.
	Calculator	Make quick calculations with this app.
	Calendar	View dates. Schedule and view events. Create reminders.
	Call Log	View Call Records. Call Records can also be accessed from the phone's home screen.
	Camera	Use Camera app to take pictures and record video. Camera sold separately.
	CleanMaster	Keep your phone running smoothly with CleanMaster.
	Clock	View the time, set an Alarm, set a countdown timer with Timer, or time a task with the Stopwatch.
	Contacts	User can add, delete and edit a contact, and view incoming and outgoing call records. Contacts can also be accessed from the phone's home screen.
	Dialer	Dial numbers manually, from Contacts, from Call Log, view messages. Call Log can also be accessed from home screen.
	DND	Place phone in and out of Do Not Disturb. The DND feature is also on the home screen.
	Email	Send and receive emails from the phone. Contacts are automatically synchronized with the email account.
	Explorer	This is a file explorer that allows user to create, delete and navigate files and folders.
	Files	This allows user to store, view, sort, organize, move and delete downloaded files.
	Gallery	Store, view and delete photos. Supports Jpeg and Png formats.
	Music	Store music and create and play playlists.
	MWI (Message Waiting)	View messages and voicemails. MWI can also be accessed from the home screen.
	Notepad	Make notes from the phone screen.
	Phone Settings	Phone Settings allows user to configure phone features and functions. Phone Settings can also be accessed from the home screen.
	Settings	This app will allow user to quickly view, configure and manage common settings such as Call, Display and Sound.

	SMS	Send and receive text messages directly from the phone.
	Sound Recorder	Use this app to make, save, and listen to phone recordings and personal recording.
	Video	View videos from the phone. Only supports MP4 format.

App usage

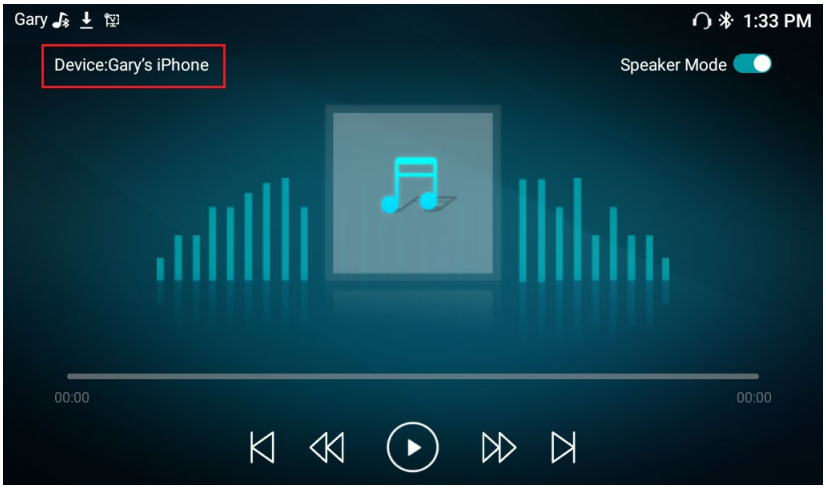
Begin by tapping the Apps icon at the bottom of the home screen.



User will be presented with the phone default apps.

BluetoothSpeaker

Stream music from your smart phone or music device to your ePhone8 desktop phone speaker using the BluetoothSpeaker app.



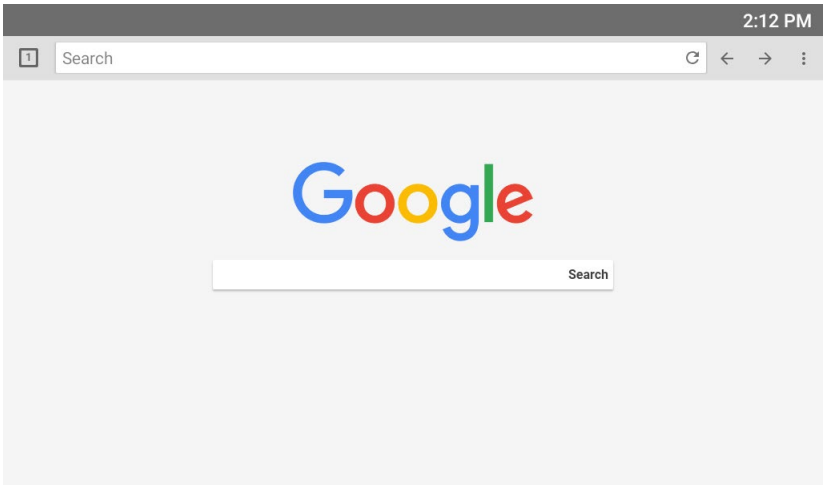
Sync your smart phone or music device to the ePhone8 via Bluetooth and the device will appear in the upper left corner of the BluetoothSpeaker app display.

Browser

This is the phone Web browser that works like the browser on your PC. Use the search bar to search the internet. Tap the two arrows in the upper right corner to navigate forward and backwards. Tap the three vertical dots in the upper right corner to view the following options:

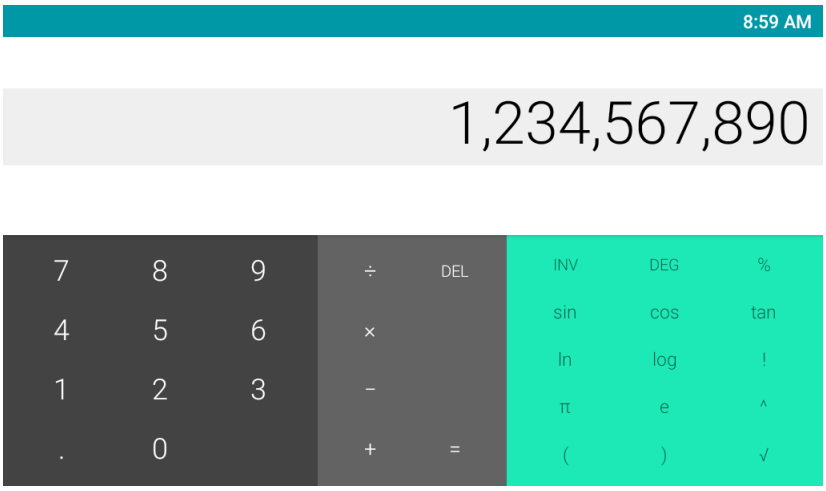
- **New Tab**: Open a new browser tab.
- **New Incognito Tab**: Open a private browsing tab that doesn't save browsing history.
- **Share**: Share a link with others.
- **History**: View browsing history.
- **Find in Page**: Search a page for specific words or phrases.
- **Copy Link**: Copy a link to clipboard to paste it later into an email or document.
- **Add to Homescreen**: Add a Website shortcut to the phone home screen.
- **Bookmarks**: View saved Webpage links.
- **Add Bookmark**: Save a Webpage link to a list to find it quickly later.
- **Reader Mode**: Removes clutter and distractions such as ads and images.
- **Settings**: Set preferences. View version information and view FAQ.

Swipe from the right edge of the screen to the left, or tap the three vertical dots ⋮ in the upper right corner of the Web browser to view bookmarks.
Swipe from the left edge of the screen to the right to view and close open tabs, or to close browser.
Remember that you can always press the Return key ⮌ on the phone keypad if you are unsure how to escape from a function.



Calculator

Use the phone screen or the number keypad to enter numbers.



Calendar

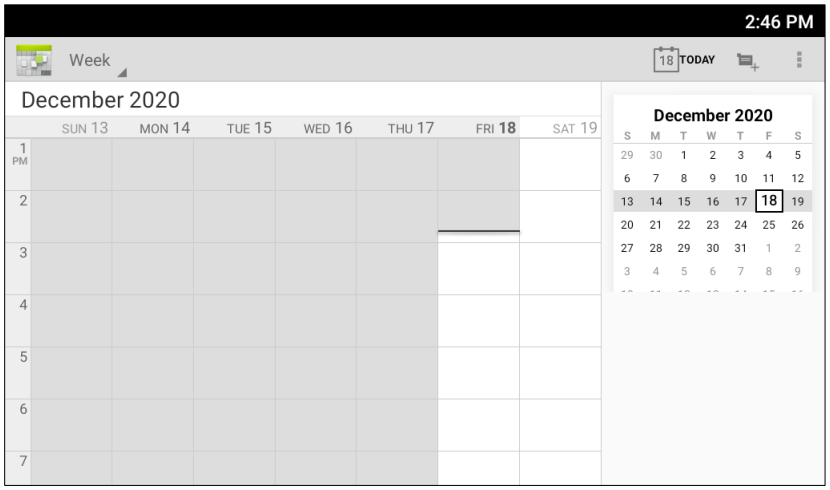
Tap the upper left corner of the calendar to change the view to Day, Week, Month, or Agenda.

To add an event, tap the Add Event symbol in the upper right corner.

Tap the three vertical dots in the upper right corner to do the following:

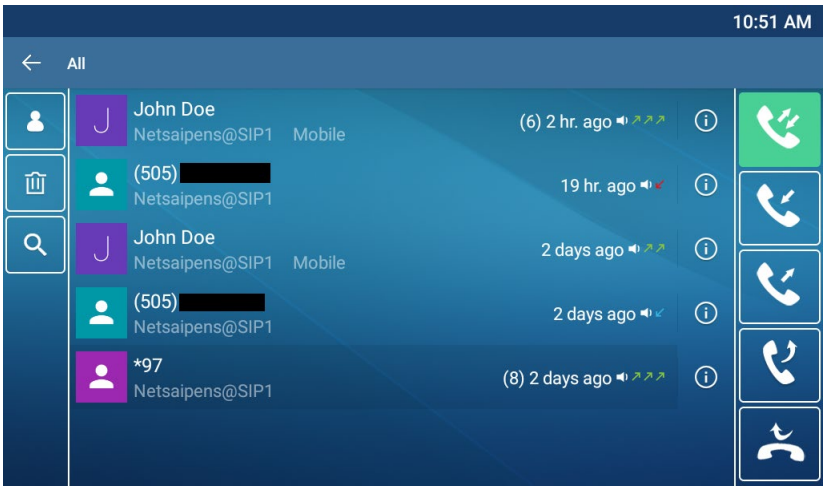
- **Refresh**: Refresh the calendar.
- **Search**: Search calendar events.
- **Hide control**: Show/Hide control panel on the right side of the screen.
- **Settings**: View and change settings.

Remember that you can always press the Return key on the phone keypad if you are unsure how to escape from a function.



Call Log

Refer to Call Log section earlier in this document. This function is also located on the home screen.

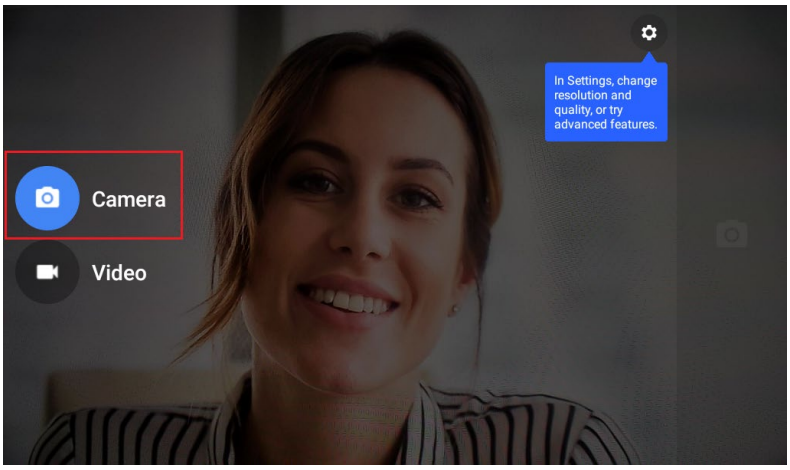


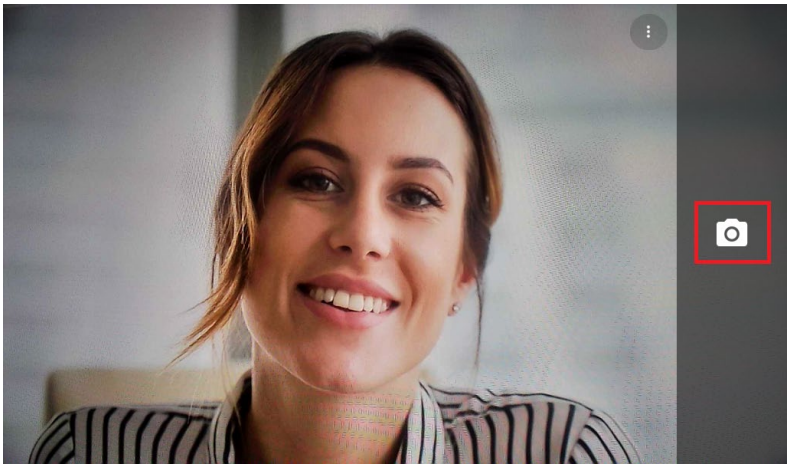
Camera

This app requires the optional ePhone8 camera (sold separately)

Taking photos

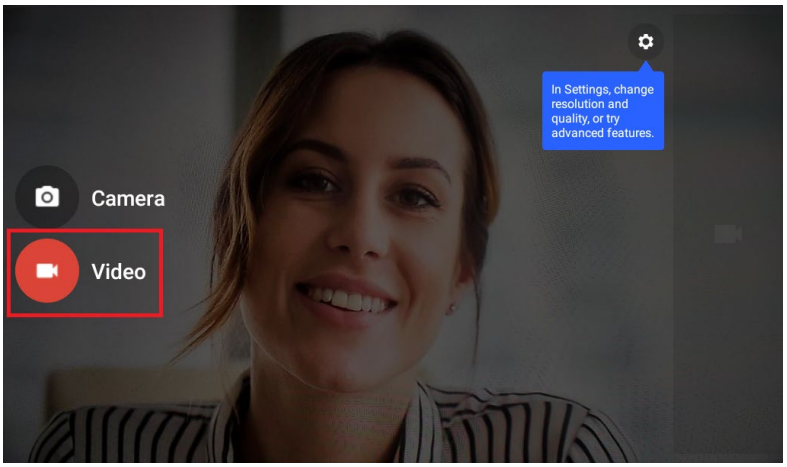
- On the ePhone8 Apps page, tap the Camera app icon to launch the camera app. Once the app is launched, swipe from left to right with your finger to show the Camera and Video icons on the left of the screen as shown below. Tap Camera on the left of the screen to enter camera mode (Default is Camera).
- Tap the camera icon on the right to take a photo. The photo is saved in the phone album.
- Swipe from right to left to preview the photo. From here you can edit or delete the photo.

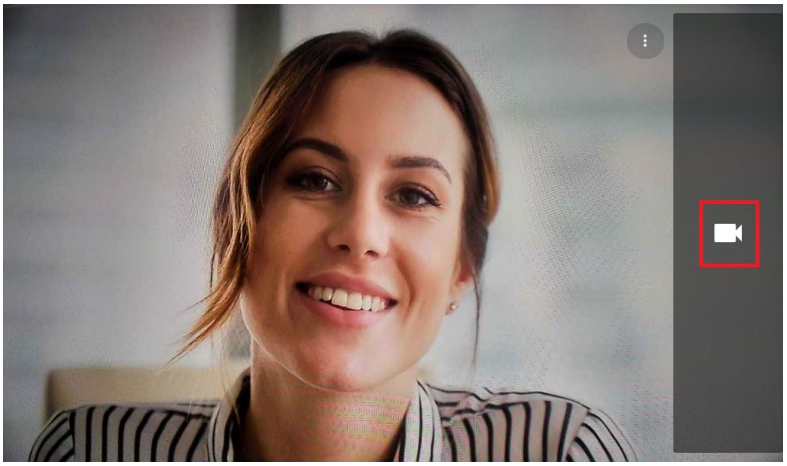


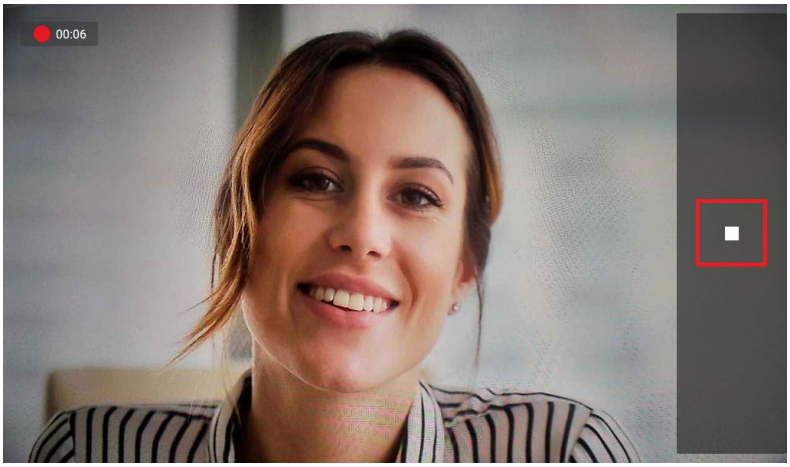


Video recording

- On the ePhone8 Apps page, tap Camera app icon . Once the app is launched, swipe from left to right with your finger to show the Camera and Video icons on the left of the screen as shown below. Tap Video on the left of the screen to enter video mode.
- Tap the video camera icon on the right to start recording. Tap the stop recording icon on the right side of screen to stop recording. The recording is saved in the phone album.
- Swipe from right to left to preview the video. From here you can edit or delete the video.

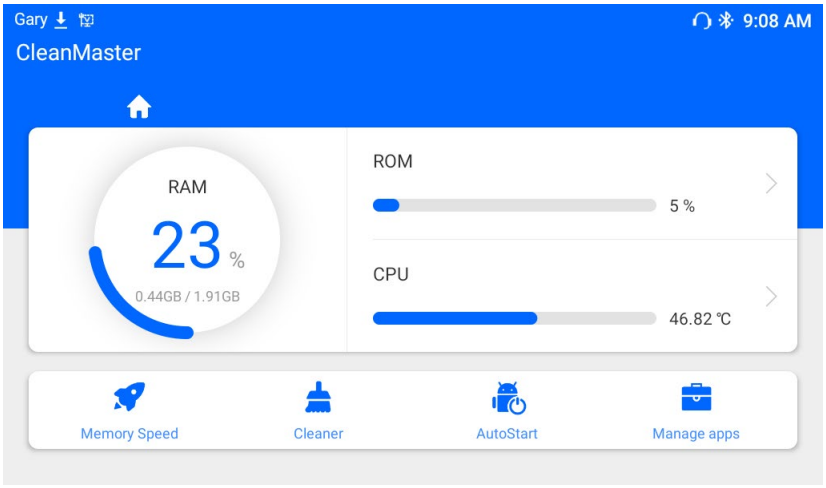






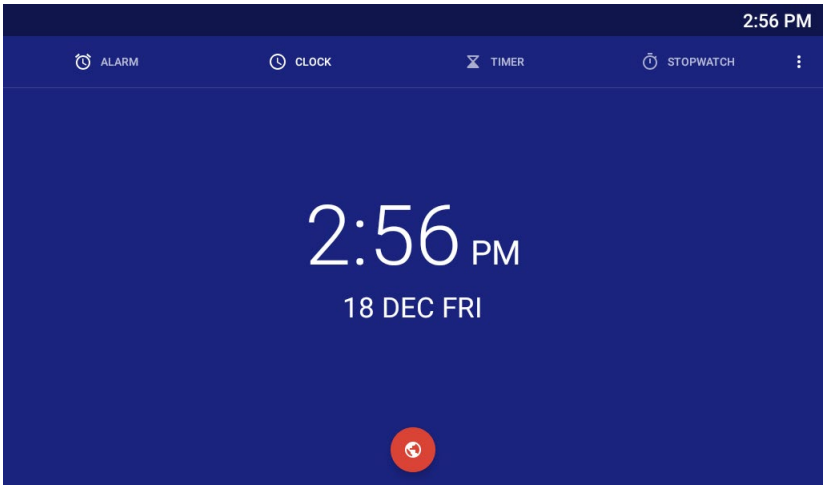
CleanMaster

CleanMaster will improve your device's performance by optimizing device memory, cleaning out junk files and helping to manage installed apps.



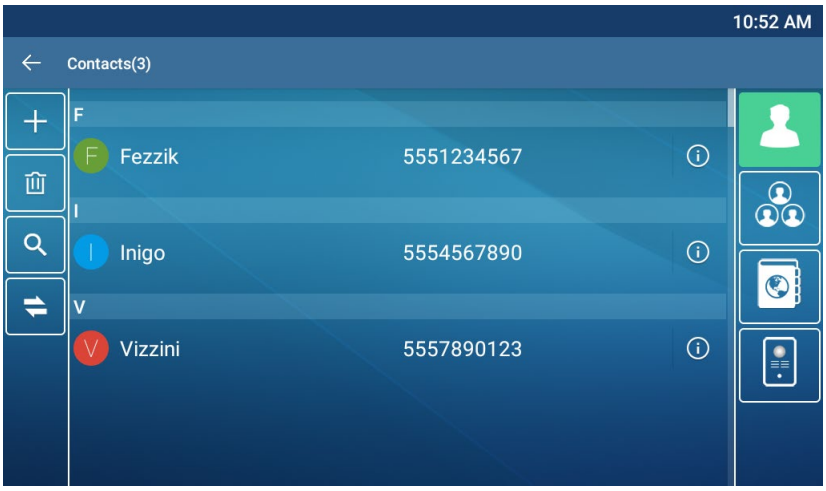
Clock

Set an alarm, view the clock, set a countdown timer, or use the stopwatch to time a task. Tap the three vertical dots in the upper right corner to turn on the screen saver or to view and edit clock preferences.



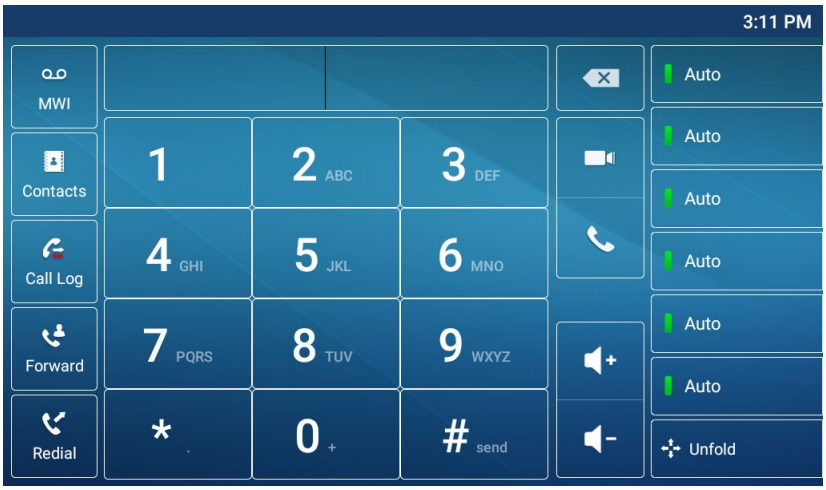
Contacts

Refer to Phone Book section earlier in this document. This function is also located on the home screen.



Dialer

Refer to Making Phone Calls section earlier in this document. This function is also located on the home screen.

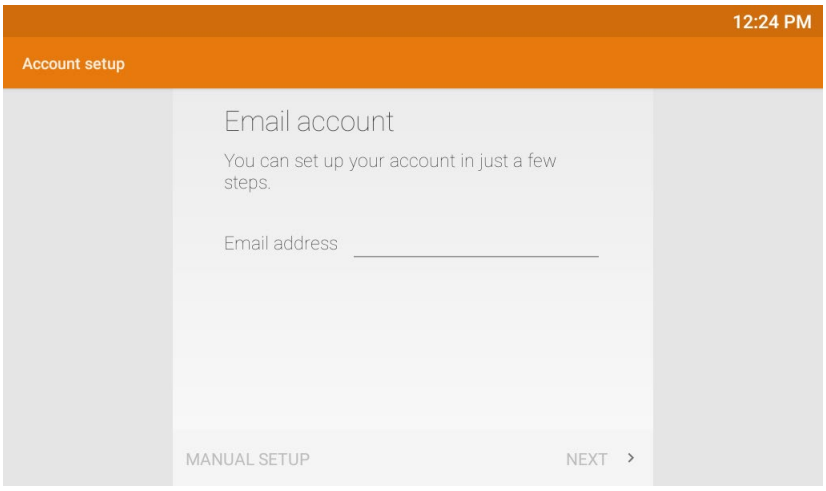


DND

Press the DND icon once to place phone in DND. Press the icon again to take phone out of DND. This function is also located on the home screen.

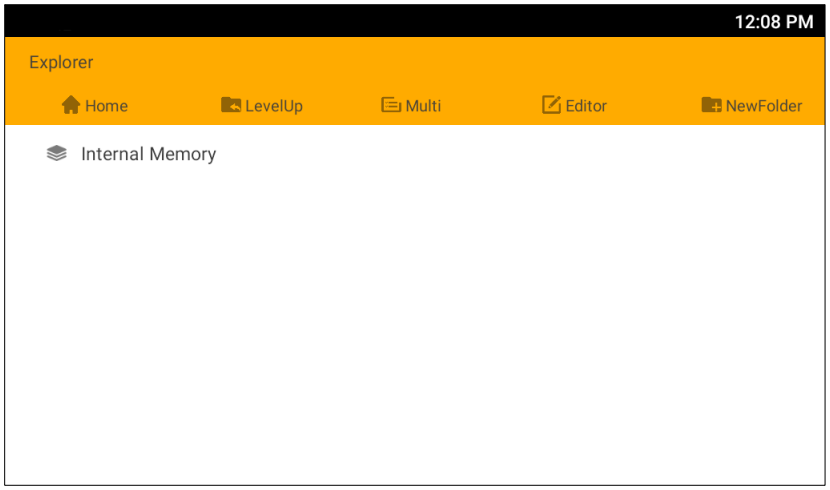
Email

Send a receive emails once synced with your email account.
Temp pic



Explorer

- Tap **Internal Memory** to view and explore all available folders.
- Tap **Home** to return to main internal memory folder.
- Tap **Level Up** to return to a previous folder.
- Tap **Multi** to change view to a multi-tabbed file manager.
- Tap **Editor** to perform the following:
  - Copy
  - Delete
  - Move
  - Paste
  - Rename
  - Send
  - Create Shortcut
- Tap **New Folder** to create a new folder. You must tap **Internal Memory** before you can create a new folder.

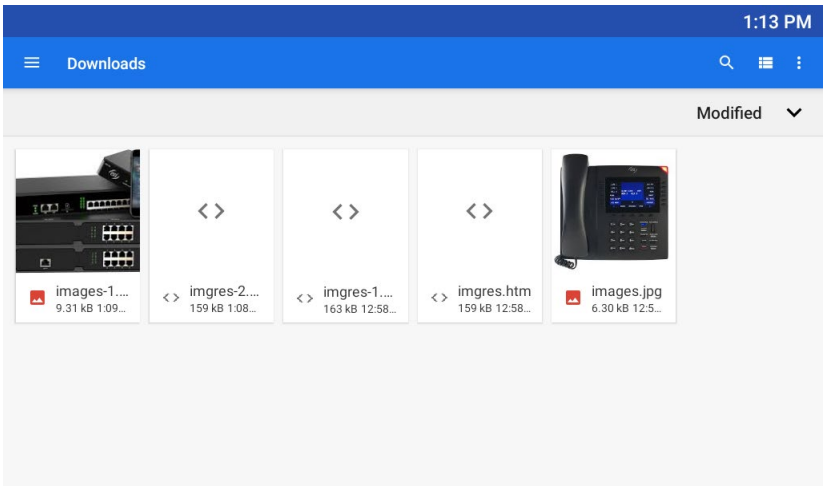


Files

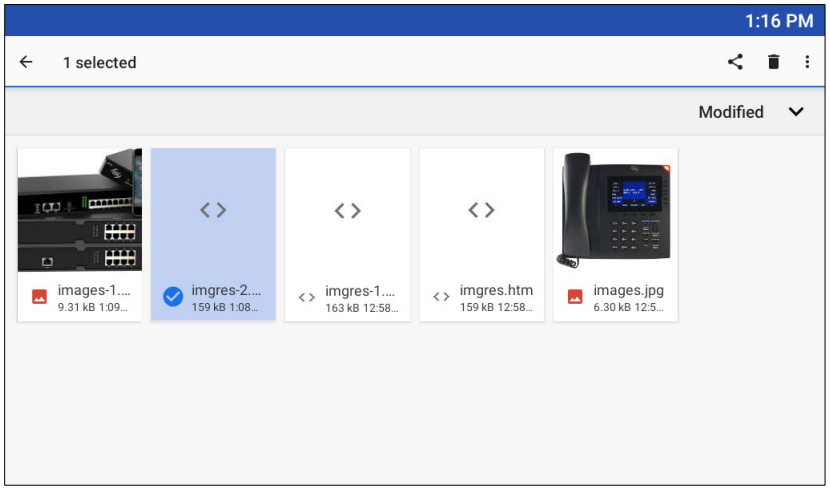
Tap the three horizontal lines in the upper left corner to view file locations and downloads such as Images, Videos, Audio files, Recent downloads.
Tap the hour glass in the upper right corner to search files.
Tap the file view icon in the upper right corner to change file view from list view to tile view.
Tap the three vertical dots in the upper right corner to select the following:

- Open **New Window**.
- Create **New Folder**.
- **Select All** files or folders.
- **Show Internal Storage** used and available.
- **Get Info** to view file properties.

Tap the sort arrow in the upper right corner to sort files and folders in ascending and descending order.
Tap the word (Name, Modified, Type, Size) next to the sort arrow in the upper right corner to view the files and folders by Name, Date Modified, Type, or Size.

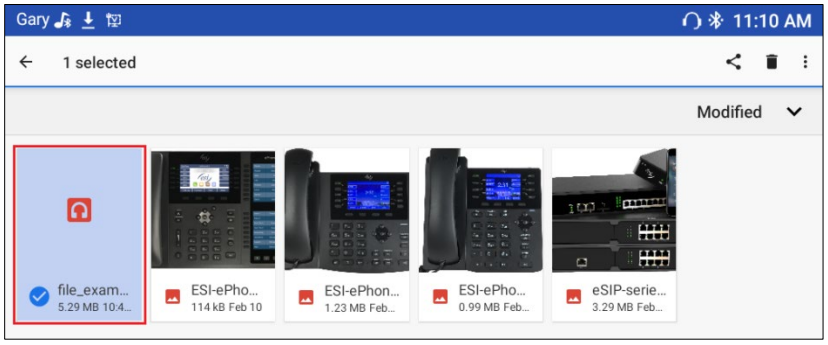


To delete or share a file, press and hold the file until it highlights blue and shows a check mark. Then tap delete or share .

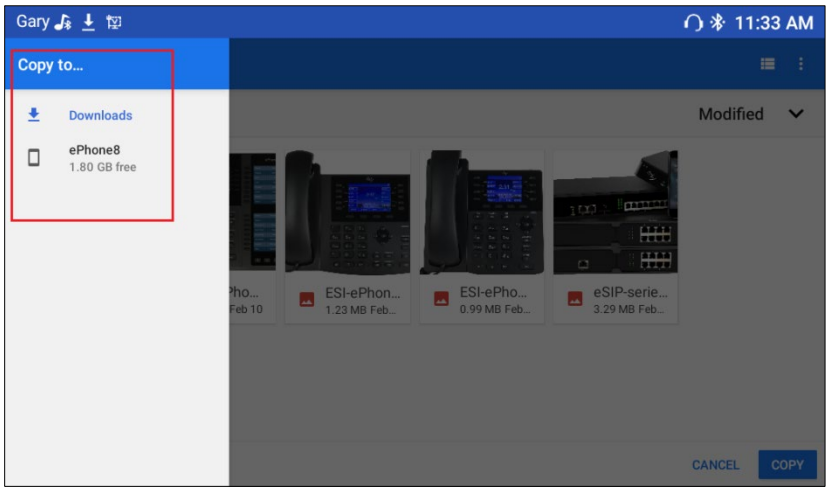


To move and copy files:

- Long press on the file until it is selected.



- Tap the three vertical dots in the upper right corner and select **Move to** or **Copy to**.
- Tap the three horizontal lines in the upper left corner and select where to paste the file.

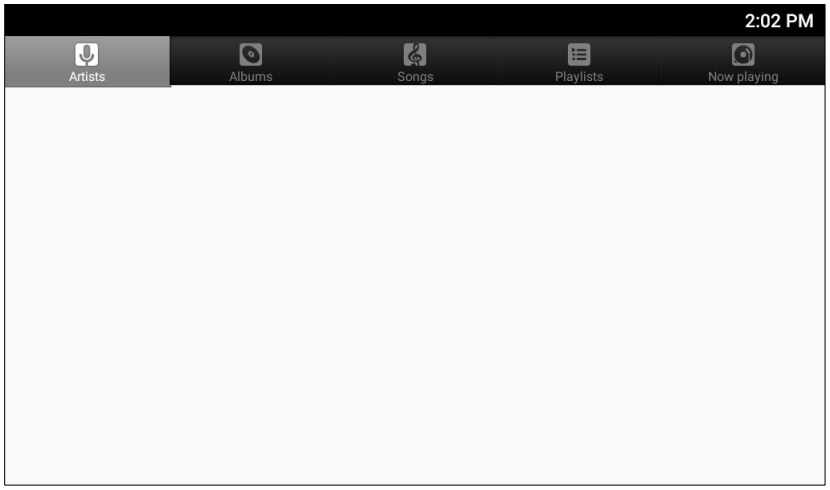


Gallery

Tap **Download** below an image to show downloaded images. Tap an image again to enlarge it.
Tap the arrow in the upper left corner to view images by Albums, Locations, Times, People, and Tags.
Tap the three vertical dots in the upper right corner to Select Album, Make Available Offline, Refresh.
Long press an image until it highlights and tap to share, to delete, or to see image details.

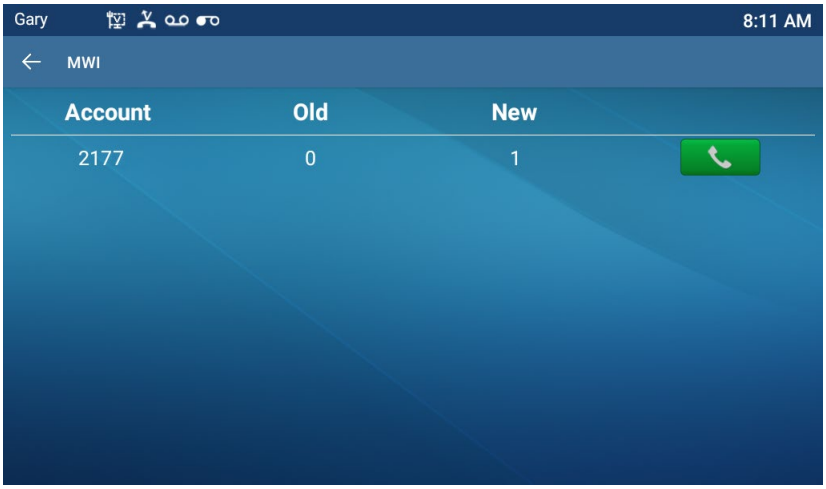
Music

Sort downloaded music by Artists, Albums, Songs, Playlists, Now Playing.



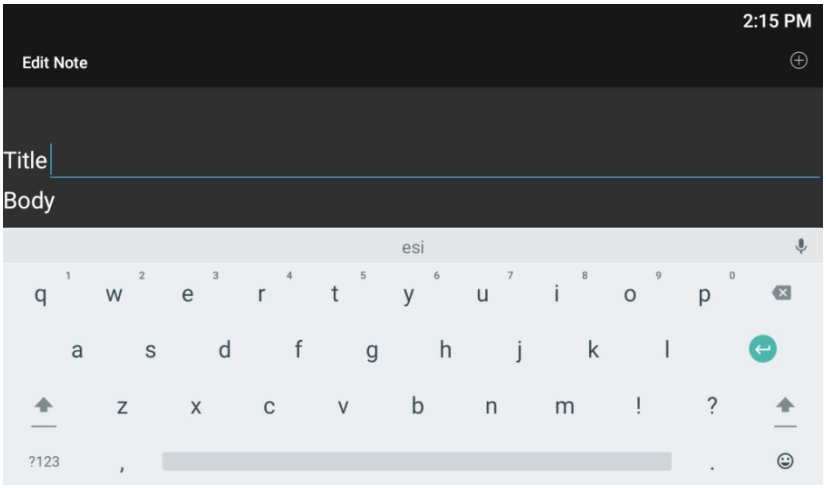
MWI

Refer to MWI (Message Waiting Indicator) section earlier in this document. This function is also available on the home screen.



Notepad

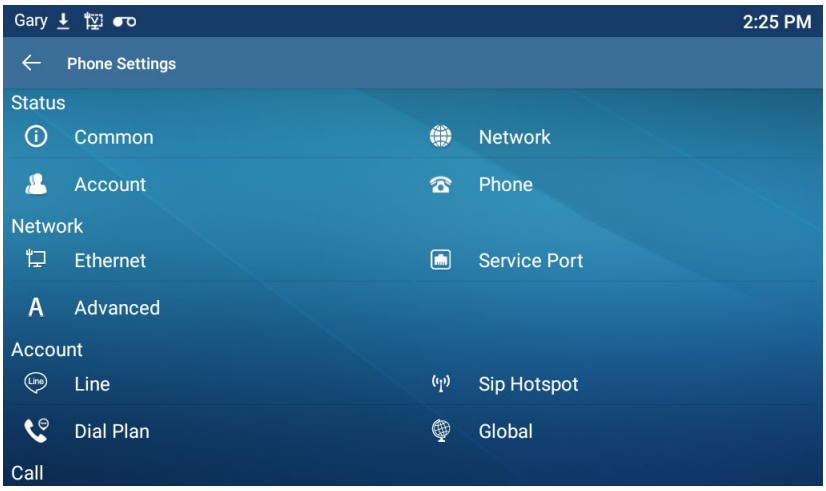
Tap the plus symbol in the upper right corner to write a new note. Type a title and your note. The note will automatically be saved.



To delete a note, long press it until it highlights then tap delete in the upper right corner.

Phone Settings

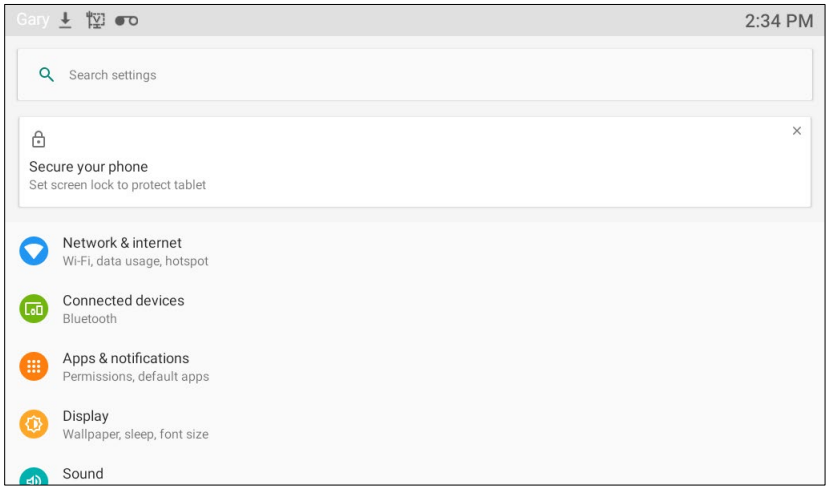
Refer to Phone Settings section earlier in this document. This function is also available on the home screen.



Settings

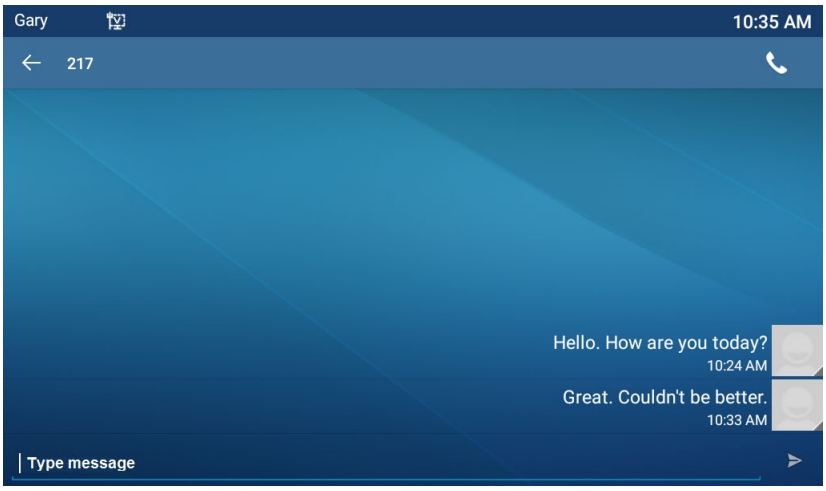
View and configure the following phone preferences:

- Network & internet
- Connected devices
- Apps and notifications
- Display
- Sound
- USB
- Storage
- Security & Location
- Accounts
- Accessibility
- System
- About device



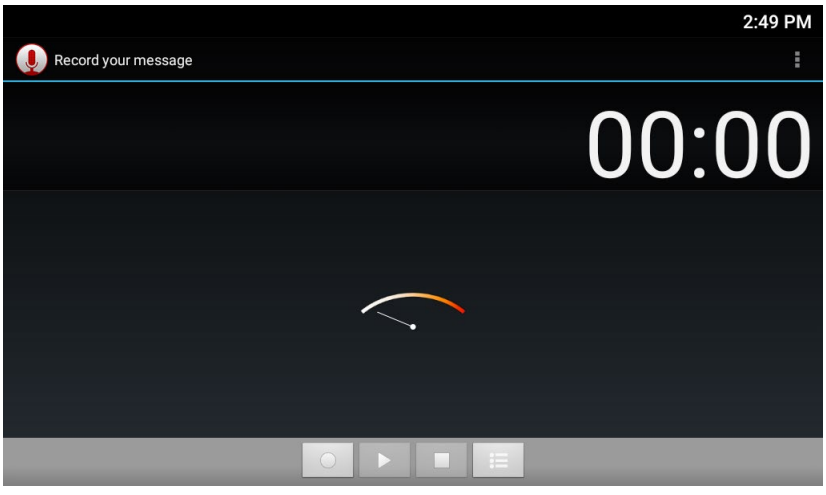
SMS

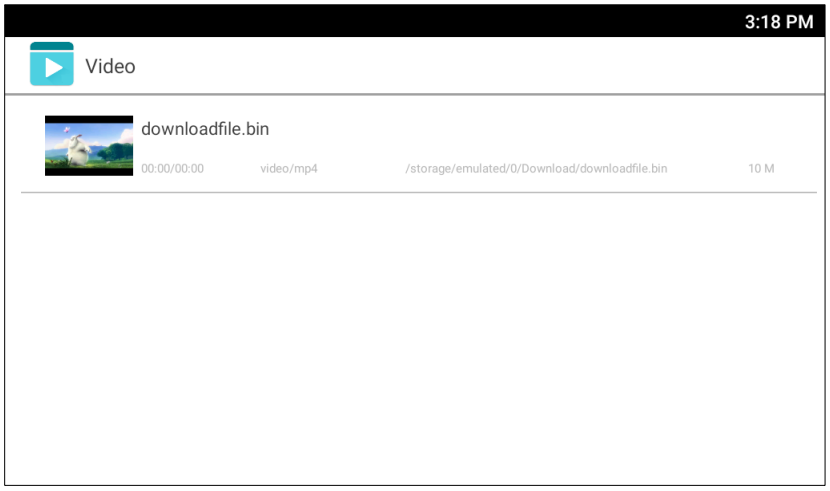
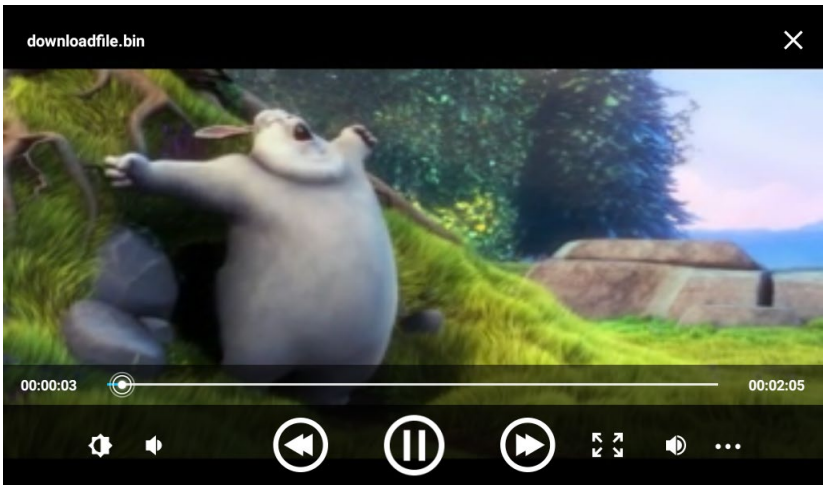
Refer to SMS (Short Message Service) section earlier in this document.



Sound Recorder

Tap record to begin recording.
Tap stop to stop recording. When recording is stopped, user will be presented with the option to **Save** or **Discard**.
Tap to view all recordings and select the recording to play. The selected recording will play automatically.
Tap play to play the recording again.
Tap the three vertical dots in the upper right corner to select voice quality.



Video Player

Tap a downloaded video to play it. Only MP4 file format is supported.