


Call History


The ePhone8 can store up to 1000 call records. The user can view call history by doing the following:

1. Press the Call Log key at the bottom of the home screen.
2. View All Calls, Incoming Calls, Outgoing Calls, Missed Calls, or Forward Calls by pressing the appropriate icon.


Note: The Missed Calls icon  will appear on the home screen and the Call Log key will show the number of missed calls.

Recording

The ePhone8 supports call recording via local and network storage. Requires USB drive to be installed on the back of the ePhone8 for local recording.

1. While on an active call, press the Record icon .
2. To stop recording, press the Record icon again or hang up.

Redial

The last incoming call can be redialed by pressing the Redial key  or a DSS Soft key that has been programmed as a redial key.

Phonebook

The ePhone8 can store up to 2000 contact records.




Access Phonebook:

1. Press the Contacts icon at the bottom of the home screen. You can use the search feature to narrow down the contacts.
2. Press the desired Contact and the phone will dial the contact.

Add new entry:

1. Press the Contacts icon at the bottom of the home screen.
2. Press the Add icon (plus sign).
3. Enter the contact's information.
4. Press the check mark to save the contact.

Edit entry:


1. From the contacts screen, tap the information icon  to the right of the contact.
2. Tap Edit .
3. Tap Save .

Intercom

To send a quick announcement to someone without ringing their phone, press the pre-programmed **Intercom** DSS key, enter the extension that you want to call and press **#**. If the other user's phone is idle, it will auto-answer via the speakerphone. Intercom applies only to internal calls made from ESI eSIP and eCloud phones.

Enabling Wi-Fi

The ePhone8 will not connect to Wi-Fi if it has internet via the Ethernet cable.

1. Swipe down from the top of the screen with your finger. A new window will be dragged open.
3. Long press the Wi-Fi symbol  to open Wi-Fi settings.
4. In Wi-Fi Settings, tap the slider switch to enable Wi-Fi. The ePhone8 will search for wireless networks automatically and present them in a list.
5. Select a wireless network from the list, enter password and tap CONNECT.

A Wi-Fi status indicator will appear in the top right corner of the home screen.


Personalizing your ePhone8

Programming Feature / DSS keys from the phone

1. From the home screen, press the **Unfold** soft key and long press an available key. Or go to **Phone Settings > Key > SoftDssKey** and select a key to program.
2. Depending on the key type selected, enter one or more of the following: Value, Title, Type, Subtype, Line, Pickup Number, Media, Codec.
3. Tap the checkmark  to save.

Programming a Speed Dial key

A speed dial key can be programmed for numbers that you dial most often.

1. From the home screen, press the **Unfold** soft key and long press an available key. Or go to **Phone Settings > Key > SoftDssKey** and select a key to program.
2. Enter **Value**, which is the phone number or extension.
3. Enter **Title**. This can be a name, a number. It does not matter.
4. Enter **Type** as **Memory Key**.
5. Enter **Subtype** as **Speed Dial**.
6. Select a **Line**, if necessary. This is the line the system will use to dial out.
7. Select a **Media** type, if necessary.
8. Tap the checkmark  to save.

Programming Feature/DSS keys from the Console

For eSIP systems, use eMobile Desktop. For eCloud systems, use eConsole.

Voice mailbox options

You can change your greetings, record your name and change the password for your voicemail.

1. Access your voice mailbox by pressing the voicemail key, or by dialing ***2#** for eSIP, or by dialing ***97#** for eCloud.
2. Enter your password and press **#**. The system will state the number of messages.

Reference the chart below for mailbox options.

eSIP	eCloud	Function
Dial 0	-	Mailbox Options
Dial 0, then 1	-	Record your Unavailable Message
Dial 0, then 2	-	Record your Busy Message
Dial 0, then 3	Dial 5, then 2	Record your Name
Dial 0, then 4	-	Record your Temporary Greeting
Dial 0, then 5	Dial 5, then 1	Change your Password
Dial *	Dial #	Return to the Main Menu
-	Dial 6	Change Greeting
-Dial 1	Dial 1	For New Messages
-	Dial 2	For Old Messages
-	Dial 3	To Send Messages
-	Dial 4	Set Call Forwarding
-	Dial 7	Recover a deleted Message

Note: Check back of ePhone8 to determine if you are on eSIP or eCloud.
If first five digits of serial number is 00949, system is eSIP.
If first five digits of serial number is 00952, system is eCloud.



Getting Started with the ESI ePhone8™

for ESI eSIP™ & ESI eCloud PBX™



Copyright © 2020, Estech Systems, Inc. (ESI). ESI systems are protected by various US patents, granted and pending. For more information on ESI and its products, visit www.esi-estech.com.

Welcome to the ESI ePhone8™



Soft keys

	Dialing Options		Message Waiting Indicator (MWI)
	DND (Do Not Disturb)		Contacts
	Call Log (Call History)		Phone Settings
	Apps		

Phone Keys

	Mute		Messages / Voicemail
	Headset		Hold
	Redial		Lock Keypad
	Handsfree Speaker		Volume up / down

Getting Started

Placing a call

1. Lift the handset, or press **Speaker** key, or press **Headset** key.
2. Enter the phone number and press **#** to dial the number.
3. To end the call, hang up the handset, or press the speaker key, or press the headset key, or press the End key.

Steps 1 and 2 can be reversed.

Answering a call

- Lift the handset, or press the **Speaker** key, or press the **Headset** key, or press the **Answer** soft key
- If auto-answer is enabled, an internal call will automatically connect to the ePhone8 through the handsfree speaker.

Adjust Phone Preferences

Press the **Phone Settings** icon at the bottom of the home screen. From there, you can adjust sound settings, video settings, call settings, program keys and more.

Hold

While on an active call, press **Hold** key or **Hold** soft key. To return to the held call, press the **Hold** key, the line **DSS** key, or the **Resume** soft key.

Connecting to a second inbound call

If you receive a second call while on an active call, the display will split and you will hear a beep, indicating a new incoming call.

1. Press the second incoming call and the Answer key. The first caller will be put on hold automatically and the second call will become the active call.
2. To return to the previous call, press the End Call key then the Hold symbol and the ePhone8 will switch back to the first caller.

You can also switch between callers by pressing the caller on screen. If a caller hangs up the ePhone8 will automatically switch to the call on hold.

Call Transfer

Supervised Transfer: While on an active call, press the **Transfer** key on screen, or press the transfer soft key if programmed, dial the number to which you want to transfer the call, wait for the other party to answer, press the transfer key again, then hang up.

Blind Transfer: Press transfer, dial the number, press transfer again and hang up.

Key System Features

Some features mentioned herein may need to be assigned to a programmable feature / DSS key. For more details, consult your System Administrator.

Three-way Conference

1. Call the first participant of the conference call. When the participant answers, press the **Conference** key on screen, or press the conference feature key if programmed. The first caller is put on hold.
2. Call the second participant and, when they answer, press the **Conference** key again. This will join all three participants.
3. To end the conference call, hang up or press the End key .

Call Forwarding

Call Forward allows calls to be forwarded always, when busy and when not answered.

1. Long press an available DSS Soft key. Set key Type as **Key Event** and set Subtype as **Call Forward**. Tap the check mark on the left of the screen to save.
2. Tap the Call Forward DSS key, which will take you to call forward settings. Tap the slider switch to enable call forwarding and set a number to which to forward a call. Once enabled, the Call Forward icon will appear in the top left corner of the display.
3. To disable, tap the Call Forward DSS key and tap the slider switch again to turn off Call Forwarding.

Call Park

Call Park places a call on hold and can be picked up by any phone on the system.

- Press the **Park** DSS soft key to park the call. An announcement will state where the call is parked (i.e. 10, 11, etc).
- To retrieve the parked call, dial the park number followed by # (i.e. 10#, 11#).

Mute

While on a call, press the Mute key to disable outbound audio. The Mute key and the mute icon on the screen will turn red to indicate that Mute is enabled. To disable, press the Mute key again. Mute will automatically be disabled when the call is terminated.

Do Not Disturb (DND)

When the phone is idle, DND can be enabled by the following two methods:

- Press the **DND** icon at the bottom of the home screen.
- Go to **Phone Settings > DND**, enable DND and set the DND timer.

Having the phone in DND sends incoming calls directly to voicemail. The DND soft key will turn red and a DND icon will appear in the upper left corner of the screen.

Voice Mail / Messages

New messages will be displayed on the MWI icon and a Message icon will appear at the top left corner of the home screen.

1. To access voice messages, press the Messages / Voicemail key, or press the MWI soft key at the bottom of the home screen, or press the MWI DSS soft key if programmed.
2. At the prompt, enter password and press #. The system will tell you how many messages you have.
3. To listen to the new message, press 1.
4. After listening to the message, follow the prompts to repeat, forward, delete, reply, hear the next message, or save the message, or simply hang up.

Call Queue

A call queue is created during system programming. While on an active call, press the **Transfer** soft key, then press the **Call Queue** DSS key to place the call into queue. See your admin for queue delivery options.

Agent Login/Logout

This feature allows an agent to log into and out of an Automatic Call Distribution (ACD) queue to manage incoming calls.

- To log in, press the pre-programmed **Agent** DSS key, enter relevant information, and then tap **Logon**.
- To log out, press the pre-programmed **Agent** DSS key again then tap **Logoff**.

Busy Lamp Field (BLF) Status Indicator

The programmable feature keys can be programmed to show the status of another user.

1. From the home screen, press the **Unfold** soft key and long press an available key. Or go to **Phone Settings > Key > SoftDssKey** and select a key to program.
2. Enter **Value**, which is the phone number or extension.
3. Enter **Title**. This can be a name, a number. It does not matter.@ro
4. Enter **Type** as **Memory Key**.
5. Enter **Subtype** as **Presence**.
6. Enter a **Pickup Number** to be able to answer a call ringing at that extension. Consult your system admin, as this is different between eSIP and eCloud.
7. Select a **Line**, if necessary. This will allow you to answer a line that is ringing to another phone.
8. Select a **Media** type, if necessary.
9. Tap the checkmark to save.