



Release Notes

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eSIP v2.4.12.24.1 & eCloud v2.4.12.24.2

About the Release

Release Date	08 Jan 2026
eSIP	v2.4.12.24.1
eCloud	v2.4.12.24.2

Upgrade Instructions

- Current ePhone setting are retained after updating. Either factory reset the ePhone to apply the new default settings or set manually through ePhone administration Web GUI.
- **eSIP ePhone3 v2** firmware is available in the ESI Academy eSIP [Software Page](#).
- **eCloud ePhone3 v2** firmware is available for download. Reboot your ePhone3 (v2) to complete the update by navigating to **Menu → Basic → Reboot System → OK**. If your office manager or IT team manages device updates, please follow their guidance or contact your IT department for further instructions.

Improvements

- DSS Icons - Hide DSS Key Setting updated to a checkbox.
 - Enabled or Checked: Icons are Hidden / Disabled or Unchecked: Icons are Shown (Default Setting: Enabled)

eSIP v2.4.12.23.5 & eCloud v2.4.12.23.6

About the Release

Release Date	24 Nov 2025
eSIP	2.4.12.23.5
eCloud	2.4.12.23.6

Upgrade Instructions

- Current ePhone setting are retained after updating. Either factory reset the ePhone to apply the new default settings or set manually through ePhone administration Web GUI.
- eSIP ePhone3 v2 firmware is available in the ESI Academy [eSIP Software Page](#).
- eCloud ePhone3 v2 firmware has been loaded to the server. A power cycle of the phone will download the latest version.

- Device Logs - Log Output Device setting changed to blank.
- DSS Icons - Feature key icon support. eSIP customers, after updating from a previous FW version the icons will be displayed. To remove the icons you can factory reset your phone or disable them in the web GUI. Feature Key->Advanced->DSS Key Display Layout:
- Call History - Enable call log default setting is now "Save Updated Call Log" Call now answered from park will show the Caller Id of the person who was picked up from park.
- Ringtones - Resolved popping noise heard during ringtone.
- Bluetooth - Apple AirPods support.
- VLAN PC VLAN Settings are now available in the Web GUI.
- Paging New Feature! Customized Intercom Volume; Intercom volume allows the user to set the volume level from 1 to 9 for intercom calls and pages. Intercom volume control may be enabled or disable, and the default volume level is 9.
 - Web Admin Setting: Phone Settings/Features/Intercom
- Keys, eCloud - eCloud Log I/O key LED status is now syncs with eConsole Call Center Agent web login.
 - Red - Logged Out
 - Green- Logged In

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New Features

Features	Public Description
DSS Key Icons	<p>Feature key icon support. eSIP customers, after updating from a previous FW version the icons will be displayed. To remove the icons you can factory reset your phone or disable them in the web GUI. Feature Key → Advanced →DSS Key Display Layout:</p>  <p>A screenshot of the 'Advanced' tab in the web GUI under 'DSS Key Display Layout'. The 'Function Key Display Mode' dropdown is open, showing options: 'None', 'Hide Icon' (selected and highlighted with a green box), 'Hide Icon' (disabled), 'Left Align', 'Right Align', and 'Side Align'. The 'Side Align' option is also highlighted with a green box. The 'Programmable Key Settings' table shows mappings for keys like Up, Down, Left, Right, and OK across Desktop, Dialer, Calling, Ringing, and Desktop Long Pressed modes.</p>

Intercom Page Volume	<p>New Feature! Customized Intercom Volume; Intercom volume allows the user to set the volume level from 1 to 9 for intercom calls and pages. Intercom volume control may be enabled or disable, and the default volume level is 9.</p> <p>Web Admin Setting: Phone Settings → Features → Intercom.</p>
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Improvements

Labels	Public Description
Device Logs	Log Output Device setting changed to no destination.
Call Log	Enable call log default setting is now "Save Updated Call Log" Call now answered from park will show the Caller Id of the person who was picked up from park.
Ringtones	Resolved popping noise heard during ringtone.
Bluetooth	Apple AirPods support.
VLAN	PC VLAN Settings are now available in the Web GUI.
Keys, eCloud	eCloud Log I/O key LED status is now syncs with eConsole Call Center Agent web login. Red - Logged Out Green- Logged In

eSIP v2.4.12.23.3 & eCloud v2.4.12.23.4

About the Release

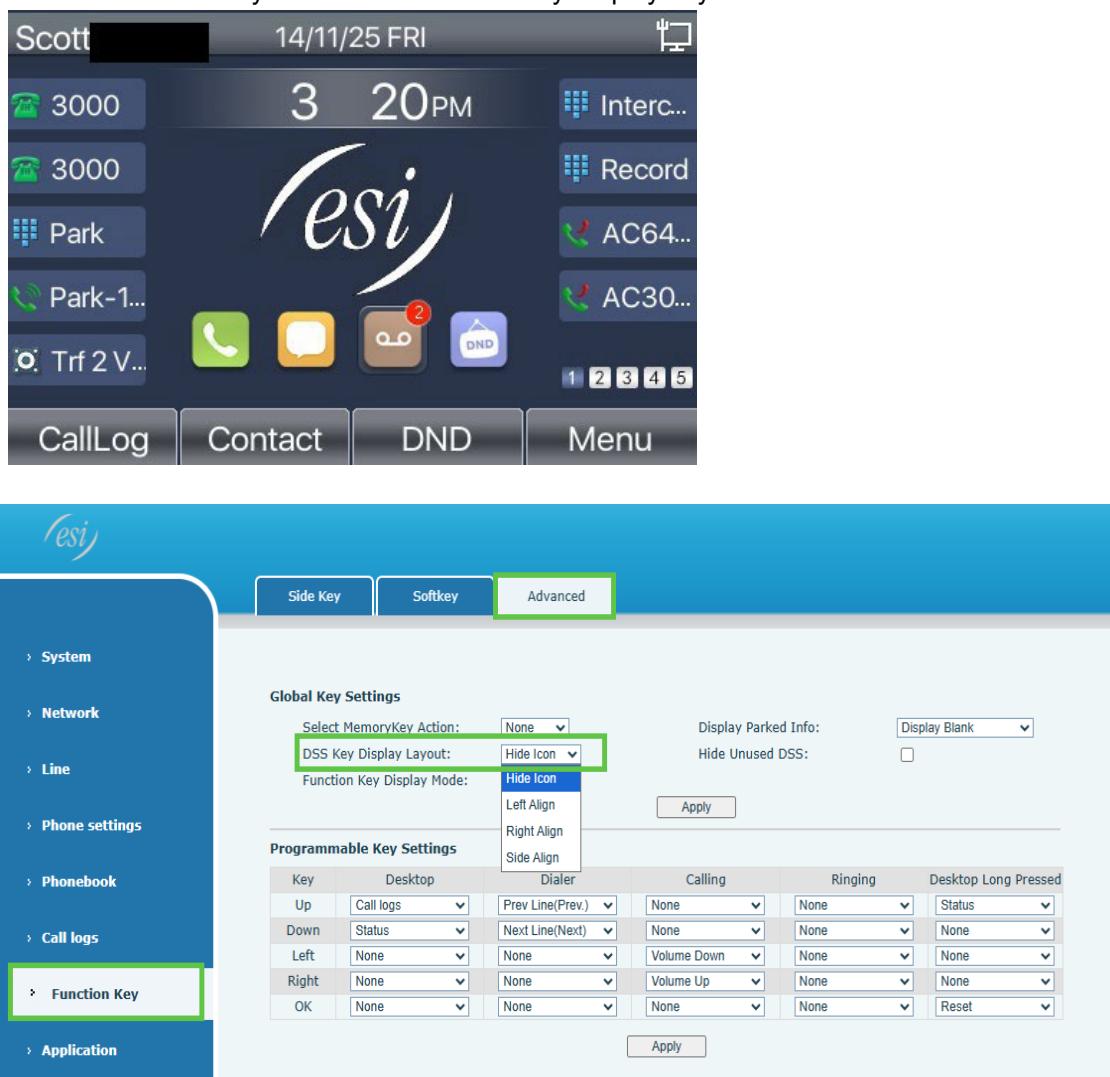
Release Date	14 Nov 2025
eSIP	2.4.12.23.3
eCloud	2.4.12.23.4

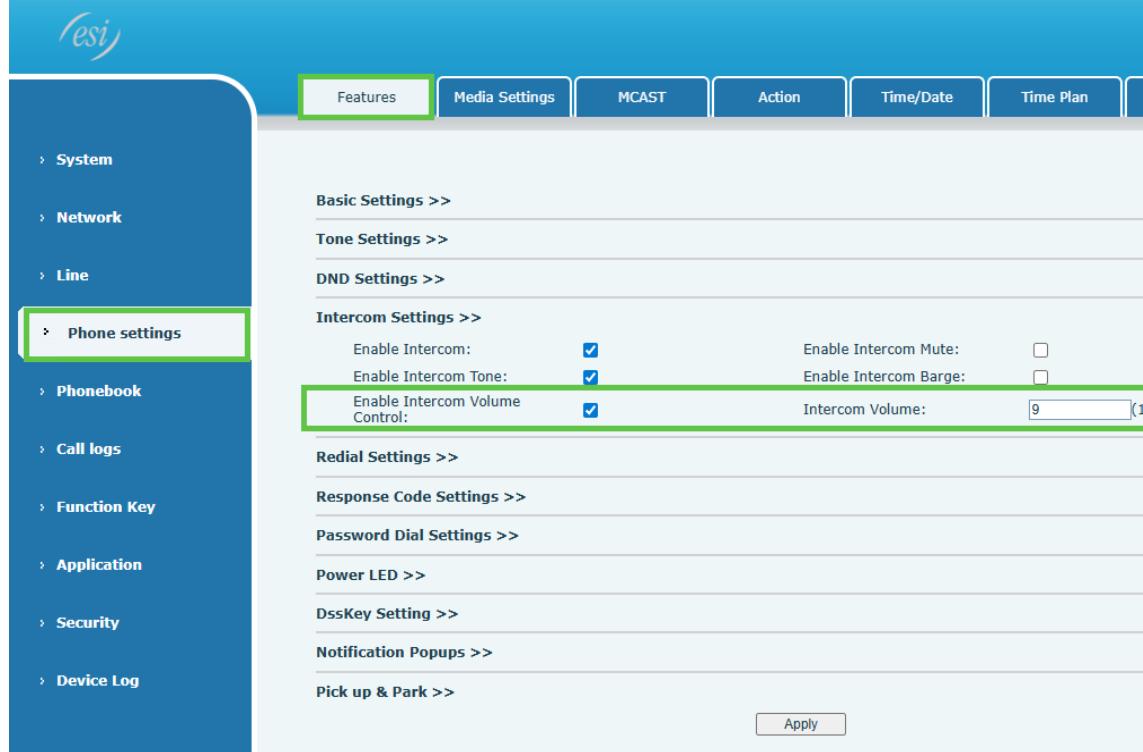
Upgrade Instructions

- Current ePhone setting are are retained after updating. Either factory reset the ePhone to apply the new default settings or set manually through ePhone administration Web GUI.
- eSIP ePhone3 v2 firmware is available in the ESI Academy [eSIP Software Page](#).
- eCloud ePhone3 v2 firmware has been loaded to the server. A power cycle of the phone will download the latest version.

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New Features

Features	Public Description
DSS Key Icons	<p>Feature key icon support. eSIP customers, after updating from a previous FW version the icons will be displayed. To remove the icons you can factory reset your phone or disable them in the web GUI. Feature Key → Advanced →DSS Key Display Layout:</p> 

Intercom Page Volume	<p>New Feature! Customized Intercom Volume; Intercom volume allows the user to set the volume level from 1 to 9 for intercom calls and pages. Intercom volume control may be enabled or disable, and the default volume level is 9.</p> <p>Web Admin Setting: Phone Settings → Features → Intercom.</p> 
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Improvements

Labels	Public Description
Call Log	Enable call log default setting is now "Save Updated Call Log" Call now answered from park will show the Caller Id of the person who was picked up from park.
Ringtones	Resolved popping noise heard during ringtone.
Bluetooth	Apple AirPods support.
VLAN	PC VLAN Settings are now available in the Web GUI.
Keys, eCloud	eCloud Log I/O key LED status is now syncs with eConsole Call Center Agent web login. Red - Logged Out Green- Logged In

eSIP v2.4.12.18.5 & eCloud v2.4.12.18.6

About the Release

Release Date	18 Feb 2025
eSIP	2.4.12.18.5
eCloud	2.4.12.18.6

Upgrade Instructions

- Current ePhone setting are are retained after updating. Either factory reset the ePhone to apply the new default settings or set manually through ePhone administration Web GUI.
- eSIP ePhone3v2 firmware is available in the ESI Academy [eSIP Software Page](#).
- eCloud ePhone3v2 firmware has been loaded to the server. A power cycle of the phone will download the latest version.

New Features

Trf-to-VM New Feature Key for improved Quick Transfer to Voicemail!

Transfer to VM Procedure:

STEP 1. User has Active Call STEP 2. Press Transfer to VM Key

STEP 3. Dial Transfer Destination or Press BLF/DSS to Transfer Destination

- When BLF/DSS subtype is set to BLF/BXFER. Call is Blind Transferred to VM box Automatically
- When manually dial destination or BLF/Key is set to something other than BLF/BXFER Continue to Step 4.

STEP 4. Press XFER softkey to complete transfer

New Key Event Subtype has been added (Transfer Prefix).

eSIP Transfer to VM Star Code: **

eCloud Transfer to VM Star Code: *3

Button Config (Web Admin):

Type: Key Event Subtype: Transfer Prefix

Value: Transfer to Voicemail Star Code

Button Config (Long Key Press):

Type: Key Event Key: Transfer Prefix

Tel: Transfer to Voicemail Star Code

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Button Config (Config File):

Type: Key Event Subtype: Transfer Prefix

Config Value: F_TRANSFER_PREFIX:"Transfer to VM Star Code" (Example:
F_TRANSFER_PREFIX:**)

Example Key Programming Fkey1 Type :3

Fkey1 Value:F_TRANSFER_PREFIX:**

Fkey1 Title:Q2VM

eCloud Customers:

eConsole button mapping will be coming soon.

Paging New Feature! Customized MCAST Handsfree Volume; MCAST handsfree volume allows the user to set the volume level from 1 to 9 for MCAST pages. While receiving a MCAST page, press volume up or down to set MCAST volume level.

MCAST Handsfree Volume is defaulted to 5.

Web Admin Setting: Phone Settings/Media Settings/Media Settings/MCAST Handsfree Volume

Improvements

Upgrade	ePhone no longer downloads the FW every hour creating a system notification popup.
SIP-Registration	Resolved - Intermittently the ePhone wouldn't re-register after a network power brownout or blackout. Record_Calls eCloud - Call Record LED Status. Green - Recording / Off- Not Recording
Background_Image	New Default Background Image - The ESI Blue background makes the display easier to read from multiple angles and eliminates the clock from being washed out.
Call-Reject	Rejecting an incoming call will now go to your Voicemail Box. Default Reject Response Code is SIP 486 (Busy Here). Ringtones Default ringtone updated to ESI ringtone.
Default_Settings	Enable Pre-Dial has been disabled at Factory Default. Dialed digits while on-hook are sent when the dial-timeout expires.
Communicator/AS	eSIP x-series w/ App Server: Resolved Visual Voicemail and Visual Park Key issues. Agent eSIP: Resolved - Unable to Pause and Un-Pause Agent with same Feature Key.

Example Feature Key Settings:

Agent Pause:

Key Type: Memory Key

Value: *0751700 (*075 +"QueueNumber") Name: Agent Pause

SubType: Presence

- Upgrade - ePhone no longer downloads the FW every hour creating a system notification popup.
- SIP-Registration - Resolved - Intermittently the ePhone wouldn't re-register after a network power brownout or blackout.
- Record Calls eCloud - Call Record LED Status. Green - Recording / Off- Not Recording

- Background Image - New Default Background Image - The ESI Blue background makes the display easier to read from multiple angles and eliminates the clock from being washed out.
- Button Labels - When using customized background image the white border is backwards on Keys 1-5.
- Call-Reject - Rejecting an incoming call will now go to your Voicemail Box. Default Reject Response Code is SIP 486 (Busy Here).
- Headset - Resolved Bluetooth pairing issues when powering headset off and on.
- Ringtones - Default ringtone updated to ESI ringtone.
- Trf-to-VM -New Feature Key for improved Quick Transfer to Voicemail!
 - New Key Event Subtype: (Transfer Prefix).
- New Feature! Customized MCAST Handsfree Volume; MCAST handsfree volume allows the user to set the volume level from 1 to 9 for MCAST pages. While receiving a MCAST page, press volume up or down to set MCAST volume level.
MCAST Handsfree Volume is defaulted to 5.
Web Admin Setting: Phone Settings/Media Settings/Media Settings/MCAST Handsfree Volume
- Default Settings - Enable Pre-Dial has been disabled at Factory Default. Dialed digits while on-hook are sent when the dial-timeout expires.
- Communicator/AS - eSIP x-series w/ App Server: Resolved Visual Voicemail and Visual Park Key issues.
- Agent eSIP - Resolved Unable to Pause and Un-Pause Agent with same Feature Key.

eSIP v2.4.12.10.1 & eCloud v2.4.12.10.2

About the Release

Release Date	25 Jul 2023
eSIP	2.4.12.10.1
eCloud	2.4.12.10.2

- DND eCloud - Ambler DND status is support. Internal SPD buttons will now show amber LED status for extensions in DND mode. Note: For amber DND status, the user must set DND from the ePhone. If DND is set by ePortal Answering rules, Internal SPD status will continue to show idle.
- Volume Levels - eCloud/eSIP: Receive Speaker, Handset, and Headset volume levels are increased by 6dB. There is a +15dB adjustable range from minimum to maximum volume setting.
- LDAP eCloud/eSIP - LDAP directory default search offers two display options. Search all directory entries or List individual LDAP directories.
 - ePhone Phonebook → Cloud Phonebook → LDAP Settings → Display Type 0: Search or 1: List
- SIP Messaging - eCloud/eSIP: New Factory Default Setting
 - Line->SIP->Advanced Settings->Enable Change Port is now defaulted to Unchecked/Disabled or 0.
- Headset eCloud/eSIP - Headset Mic Gain Setting has a 7-8dB min to max increase in microphone sensitivity. The range of sensitivity will vary by model type.
- SIP Messaging eCloud/eSIP - New Factory Default Setting
 - Line->SIP->Advanced Settings->Server Expire is now defaulted to Unchecked or 0.
- SIP Messaging eCloud/eSIP - Resolved: SIP UPDATE not sent on-time causing call drops has been resolved. SIP UPDATES are sent at half of the Session Timer.
- Bluetooth, USB-Dongle, Wi-Fi eCloud/eSIP - ESI CSR 4.0 Bluetooth USB Dongle is supported. The CSR 4.0 USB dongle offers answer/disconnect call control and pairing 3rd Party devices at your discretion. ESI officially supports the ESI 9600 Duo and Mono BT headsets.
- Wi-Fi Network USB Dongle - . With the Wi-Fi USB Dongle, ePhones can connect to local networks via Wi-Fi.
- Note: A USB hub may be used when both Wi-Fi and Bluetooth USB dongles are needed.

eSIP v2.4.8.1 & eCloud v2.4.8.2

About the Release

Release Date	25 Jan 2023
eSIP	2.4.8.1
eCloud	2.4.8.2

- Button Programming - Performing a long key press on a button will now, by default, go into button edit mode in order to manually program that button.
- Custom Templates - Global configuration file name changed - ePhone3-V2: E0Ve3v200000.cfg and ePhone4x-V2: E0V4xv200000.cfg. This allows for global config upload and download from Auto Provisioning.
- Bluetooth, Headset - Bluetooth headsets will now stay connected to the Bluetooth dongle after a phone reboot.
- Communicator/AS eSIP - The Block XML When Call setting is now defaulted to "Disabled" for Application Server and Communicator feature support.
- User Experience - Ring Priority is now defaulted to "Normal". This avoids canceling outbound calls when receiving another incoming call. The incoming call will show as call waiting.
- 911 Notification eSIP/eCloud - 911 notification to eX phones will no longer cause the call to disconnect and callers will successfully reach 911.

eSIP v2.4.7.8 & eCloud v2.4.7.9

About the Release

Release Date	10 Mar 2022
eCloud	2.4.7.9
eSIP	2.4.7.8

- Call Handling This issue was not fixed through firmware but by changing the phone's Ring Priority to Normal.
 - Scenario:
 - On a domain with an ePhone3 v2 or an ePhone4x v2, make a call to an external number.
 - While the first call is ringing, place another call to the DID of the extension.
 - The phone drops the outbound call and displays and alerts on the inbound call.
- Template, auto provision - Auto provisioning custom templates now work on ePhone3 v2 and ePhone4x v2.
- Keys - The Home Page key option has been added to the ePhone3 v2 and ePhone4x v2 programming to allow users the ability to set which page of keys will be displayed on the idle screen.
- Auto provisioning of Phonebook entries is now functioning properly.
- Voice Mail eSIP - Voicemail button will now directly access the extension's voicemail box. A factory reset is required to apply the new firmware settings.