



Release Notes

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eSIP v2.12.25.1.1 & eCloud v2.12.25.1.2

About the Release

Release Date	29 Dec 2025
eSIP	v2.12.25.1.1
eCloud	v2.12.25.1.2

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 ePhoneX-1** firmware is available in the ESI Academy [eSIP Software Page](#).
- **eCloud ePhoneX-1** firmware is available for download. Reboot your ePhoneX-1 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** - 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->Hide the dsskey Icon:
- **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.
- **Call Log** - After selecting the Call log entry, the number can be dialed by the following methods. Press the Dial Softkey, Lift the Handset, Press Speaker Key, Press Headset Key, or Press Redial.
- **Bluetooth** - Apple AirPods support.
- **Softkeys** - Ringing Softkey pattern available in Web Admin GUI found under Function Keys → Softkey → Screen
- **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
- **eCloud Log I/O** - LED status is now syncs with eConsole Call Center Agent web login.
 - Red - Logged Out
 - Green- Logged In
- **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

eSIP v2.12.21.5.1 & eCloud v2.12.21.5.2

About the Release

Release Date	11 Nov 2024
eSIP	2.12.21.5.1
eCloud	2.12.21.5.2

Upgrade Instructions

- eSIP ePhoneX-1 firmware is available in the ESI Academy eSIP Software Page.
- eCloud ePhoneX-1 firmware is available for download. Either reboot or power cycle your device to download.

Notes:

- ePhone setting are are retained after updating. To update to the new default settings, either factory reset the ePhone or set manually through ePhone web administration GUI.
- This firmware is only for the ePhoneX-1, not the ePhoneX model.

Improvements

Labels	Public Description
Upgrade	Firmware download and Same File popup every hour is resolved. ePhoneX-1 will now only download the device firmware after a reboot or reset. If the firmware is the same revision as installed, a Same File popup will be shown. ePhone no longer downloads the FW every hour creating a system notification popup.

Notable Notes

Labels	Public Description
Notifications	eSIP: If the phone remains offhook for several seconds (~15 sec) a popup will appear on the phone stating "Handset is Offhook". Some users find this popup annoying. To disable this notification: <ol style="list-style-type: none">1) Log into the phone's web interface2) Select Phone Settings in the left navigation panel3) At the bottom of that page click Notification Popups 2) Uncheck "Display Other Popup:"
Button_Labels	When you long press a DSS key on the ePhoneX the user will be presented with the option to change the "DSS Theme". The phone's web interface refers to this as "Icon Color". ESI removed the icons that automatically appeared in the DSS/button label in

order to provide more room for label characters. Therefore the "DSS Theme" or "Icon Color" is not relevant to ePhones.

Paging	ESI is asked from time-to-time about the ability to stop a multicast page or incoming call from interrupting a phone user who is trying to dial out. How the ePhone functions today is what we consider "works as designed". That's because when dialing out, the phone has not yet sent an INVITE to the PBX. Therefore the ePhone is open to receiving an incoming call or a multicast page. If the user was entering digits to dial out they will have to input the digits again once the page or incoming call is complete. Again, this is working as designed.
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Known Issues

Labels	Public Description
Agent	<p>Known eSIP Issue: Unable to Pause and Un-Pause Agent with the same Memory Key. Agents can press the Memory Key to pause the agent, but a second press will not un-pause the agent. A second DTMF Key can be added to un-pause or the Agent can dial the feature code manually.</p> <p>Example Feature Key Settings:</p> <p>Agent Pause:</p> <p>Key Type: Memory Key</p> <p>Value: *0751700 (*075 +"QueueNumber") Name: Agent Pause</p> <p>SubType: Presence</p> <p>Agent Un-Pause:</p> <p>Key Type: DTMF</p> <p>Value: Value: *0751700# (*075 +"QueueNumber") (Note: Adding # at the end will initiate dialing) Name: Agent Un-Pause</p>
Ringtones	The original ringtones offered in the e3/e4x v1 models will be added to all ePhones. ESI is currently working to apply the same tones and options for consistency. The ePhoneX-1 has not yet been updated.
Headset	Handset, Headset, and Handsfree microphone gain has no affect to mic sensitivity. This issue will be addressed in an upcoming release.

eSIP v2.12.21.3 & eCloud v2.12.21.2.2

About the Release

Release Date	16 Sept 2024
eSIP	2.12.21.3
eCloud	2.12.21.2.2

- **Video** - Improved video setup when answering queue calls from AC devices.