



Release Notes

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eSIP v2.6.4.44 & eCloud v2.6.4.47

About the Release

Release Date	26 Nov 2025
eSIP	2.6.4.44
eCloud	2.6.4.47

Upgrade Instructions

- The current ePhone setting are are retained after updating. Either factory reset the ePhone or manually configure through ePhone Web GUI to apply the new default settings.
- eSIP ePhone8 firmware is available in the ESI Academy [eSIP Software Page](#).
- eCloud ePhone8 firmware is available for download. A power cycle or reboot of your ePhone8 will download the latest version.
- Downgrade below eSIP v2.6.4.9 and eCloud v2.6.4.10 is not supported.

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Improvements

Labels	Public Description
Provisioning	DHPC Option 66 is sent in the DHCP request when enabled. Previous ePhone8 versions did not send DHCP Option 66 in the request and relied on the DHCP server to send it regardless of the request.
Caller ID Display	Caller ID display is now updated after receiving an Assisted Transfer call.
Call Reject	Rejecting an incoming call will now go to your Voicemail Box. Reject Response Code is SIP 486 (Busy Here) at factory reset.
Intercom Barge	Intercom Barge is disabled at factory reset.
Feature Keys	Improved feature key LED status for DTMF toggle keys. (Login/Logout, Manual Record, and Record Pause/Resume)

Known Issues

Labels	Public Description
Headset	No Call Control or Ringtone on Plantronics EHS Headset: When ending the call using the headset's call control button, the next incoming call will not ring through the headset and can be answered with the headset's call control button. If the outside party or the user presses the ePhone Headset key to end a call, then the next incoming call will ring through the headset and the headset's call control button must be pressed twice to answer an incoming call and establish 2-way audio.
USB Headset	To mute the USB Headset, press the Mute button on the headset controls to turn Off/On the headset MIC. The Mute Key on the ePhone8 has no control of the USB Headset MIC and will not mute the headset.
USB Headset	USB-Headset – No Audio on Handset and Speakerphone when USB-Headset is connected. To resolve, disconnect the USB-Headset, reboot the ePhone8, then reconnect USB-Headset.
Headset	Headset MIC gain settings have no effect on MIC sensitivity.

eSIP v2.6.4.19 & eCloud v2.6.4.20

About the Release

Release Date	11 Feb 2025
eSIP	2.6.4.19
eCloud	2.6.4.20

Upgrade Instructions

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Improvements

Labels	Public Description
Transfer	Resolved "Call Failed" popup shown when completing a Semi-Bind transfer.
Bluetooth, Headset	Supports ESI Professional BT Headset with updated chipset.
Display information.	During a video call, pressing the video call info now shows real-time call setup

Known Issues

Labels	Public Description
Headset	<p>No Call Control or Ringtone on Plantronics EHS Headset: When ending the call using the headset's call control button, the next incoming call will not ring through the headset and can be answered with the headset's call control button.</p> <p>If the outside party or the user presses the ePhone Headset key to end a call, then the next incoming call will ring through the headset and the headset's call control button must be pressed twice to answer an incoming call and establish 2-way audio.</p>
Caller_ID	Caller ID is not updated after receiving an Assisted Transfer call. Press Hold, then retrieve to update Caller ID. This is to be resolved in the next release.
USB-Headset	USB-Headset - To mute the USB-Headset, press the Mute button on the headset controls to turn Off/On the headset MIC. The Mute Key on the ePhone8 has no control of the USB-Headset MIC and will not mute the headset.
USB-Headset	USB-Headset - No Audio on Handset and Speakerphone when USB-Headset is connected. To resolve, disconnect the USB-Headset, reboot the ePhone8, then reconnect USB-Headset.
Headset	Headset MIC gain settings have no effect on MIC sensitivity