



# ESI eCloud

## eConsole User's Guide

This document will help you navigate the eConsole user's web interface. The features and functions discussed in this document are for the everyday eConsole user. There are additional guides for the eConsole Office Manager, Call Center (Supervisor and Agent), and the PC Attendant, which can all be found on [ESI's Resource Library](#).

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# Getting Started

Welcome to eConsole!

ESI eConsole allows you to make calls, manage your call history, voicemails and chat with other users in the organization and much more. We will discuss how to use the eConsole applications so you understand what the applications do, the configuration options that control the behavior of the application, and how to configure the application to meet your needs.

The following topics are discussed in separate documents found on [ESI's Resource Library](#).

- [PC Attendant: Document 0455-0063](#)
- [Webphone: Document 0455-0097](#)
- [Office Manager: Document 0455-0357](#)
- [Call Center: Document 0455-0015](#)

## Accessing eConsole

To manage your account, you will access the eConsole Dashboard from your web browser by going to this URL [my.esihs.net](http://my.esihs.net).

### *Supported Browsers*

Browser	eConsole	Webphone
Chrome	Supported (Recommended)	Supported (Recommended)
Safari	Supported*	Not Supported
Firefox	Supported*	Not Supported
Edge	Not Supported	Not Supported
Opera	Not Supported	Not Supported

\*Some functionality may not be visible or usable, specifically windows that popup when clicking on certain features in eConsole.

## Logging In / Portal Password

**As of June 1, 2026 the eConsole Dashboard login requirements will change. You can no longer use your voicemail PIN as your eConsole password and the password standards have changed as described below. Note that these are same credentials used for the ePhoneGO2 mobile app.**

The following login screen will appear when accessing [my.esihs.net](http://my.esihs.net).

At the login screen enter your Login Name and Password.

- Your **login name** will be your extension and the domain name (i.e., 1000@acmecoco.com).

The eConsole password requirements (if not using SSO) are as follows:

- Minimum Length: 12 characters
- Must contain
  - Capital Letter: 1
  - Number: 1
  - Special Character: 1
- The following cannot be used in your password:
  - Your extension number. For example, if your extension is 1001, your password cannot be "Ext1001Juli@".
  - The term "password". For example, "password1", "Password1!", etc.
  - Specific terms - "Welcome", "Changeme", "Temp"

If you already set your password but would like to change it simply click on the **Forgot Password?** link in the login screen.

You can also login using your Google, Office 365 or Apple credentials. This is known as [Single Sign-On \(SSO\)](#).

The screenshot shows the login interface for the eConsole Dashboard. At the top is the 'esi' logo with the tagline 'We Make It Easy To Communicate'. Below the logo are two input fields: 'Login Name' and 'Password'. A red circle with the number '1' is placed over the 'Password' field, and the text 'Manual Login' is written in red next to it. Below the input fields is a blue 'Log In' button. Underneath the button is a red-bordered box containing the links 'Forgot Login Name | Forgot Password', with a red circle and the number '2' next to it. Below this box is the word 'OR' in a light blue font. Underneath 'OR' are three buttons for Single Sign-On (SSO): 'Sign in with Google' (with a Google logo), 'Log in with Apple' (with an Apple logo), and 'Log in with Office 365' (with an Office 365 logo). A red circle with the number '3' is placed over the 'Sign in with Google' button, and the text 'Single Sign-On' is written in red to the right of the buttons.

## Single Sign-On

Single Sign-On (SSO) is an authentication scheme that provides cloud users with alternative means (credentials) to login to the eConsole or Webphone. Users can now use their Google, Microsoft 365, or Apple credentials to log in.

SSO will not replace the existing means of logging in to the applications mentioned above, but is an alternative method for users that prefer to manage fewer user IDs and passwords.

The benefits of single sign-on include:

- Fewer credentials to manage.
- Better enforcement of security protocols.
- Expedited logins.

### *Using Single Sign-On*

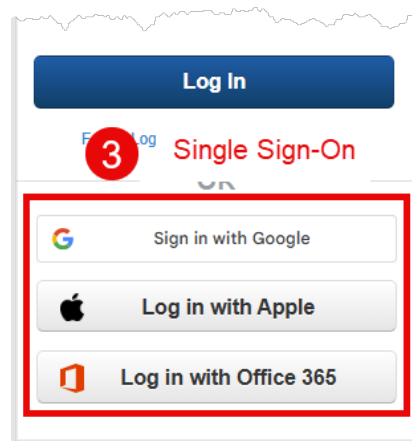
When SSO is enabled on the domain, all users will see a similar screen during login.

The user ignore the Login Name and Password fields by using their Google, Microsoft 365, or Apple credentials.

If you're having a problem with this login method be sure to log into that account, check the credentials and try again.

If you want to change your SSO login password you'll do that under the applicable account (Google, MS385, Apple).

At any time you can still use your manual login credentials.



## Multi-Factor Authentication (MFA)

Multi-factor authentication (MFA) is a multi-step account login process that requires users to enter more information than just a password. For example, along with the password, users might be asked to enter a code sent to their email, answer a secret question, or scan a fingerprint.

While passwords protect digital assets, they are often not enough protection from cybercriminals. Multi-factor authentication acts as an additional layer of security to prevent unauthorized users from accessing your account, even when the password has been stolen. Businesses use multi-factor authentication to validate user identities and provide quick and convenient access to authorized users.

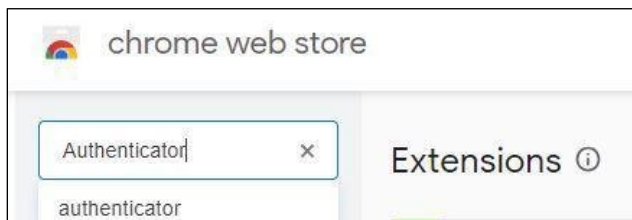
ESI provides this additional security step for eConsole users to ensure only the right person gets access to the eConsole. ESI's MFA uses the Google Authenticator Chrome extension for this purpose.

These are the procedures to follow for a user to enable MFA for his/her eConsole account.

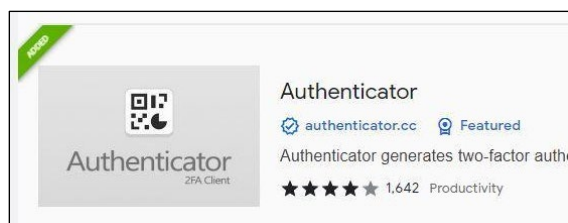
### *Installing the Google Authenticator Chrome extension*

1. Using your Chrome browser, copy the following URL and paste it in the search field of the browser: <https://chrome.google.com/webstore/category/extensions>

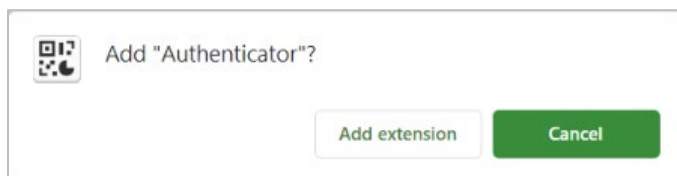
2. In the "Search the store" field, type "Authenticator" and press ENTER



3. Different selections may appear but you'll want the Authenticator Extension by authenticator.cc.



4. Select this Authenticator and click the blue "Add to Chrome" button. Select "Add Extension" in the popup.



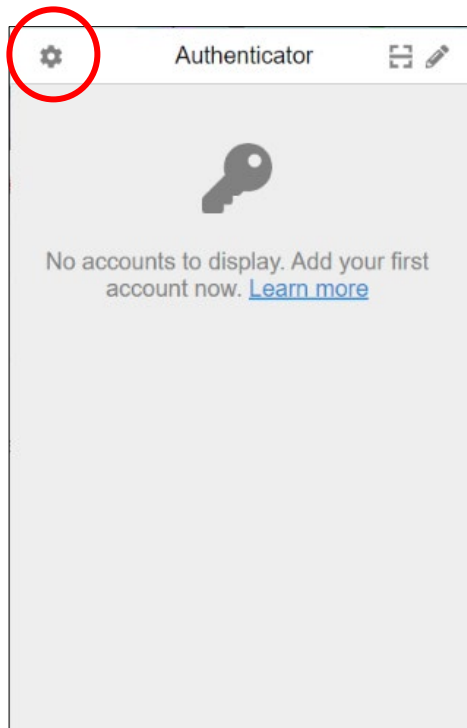
5. Once installed the Extension will appear in the upper right of your Chrome browser. Be aware that the Authenticator Extension may be hiding under the puzzle piece icon.



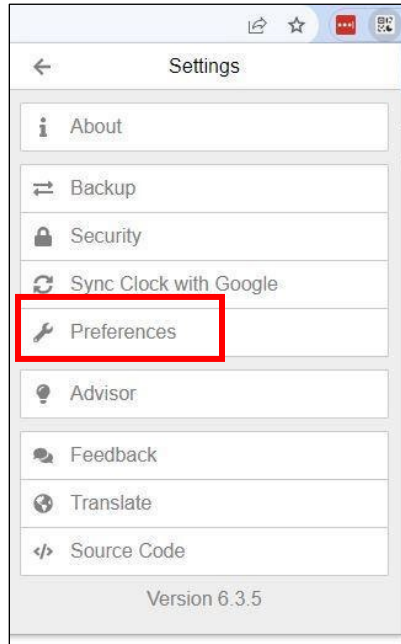
6. Right click on the Authenticator Extension icon and select "Manage Extensions". Make sure the extension is **ON** (enabled).



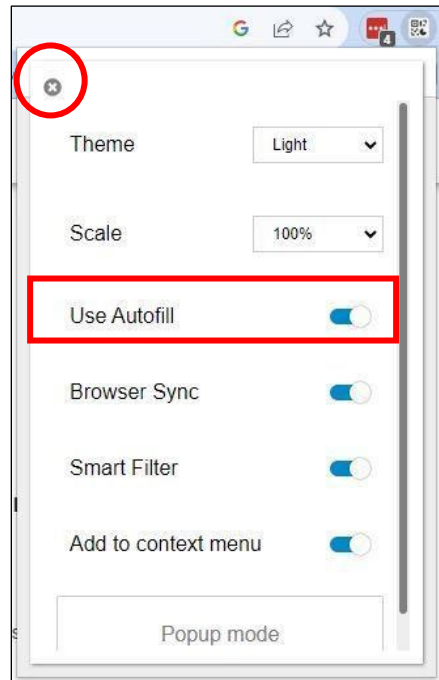
7. Set up the authenticator to autofill. To do this left click on the Authenticator icon and click on the Settings icon (pencil).



8. Select the "Preferences" option from the menu.

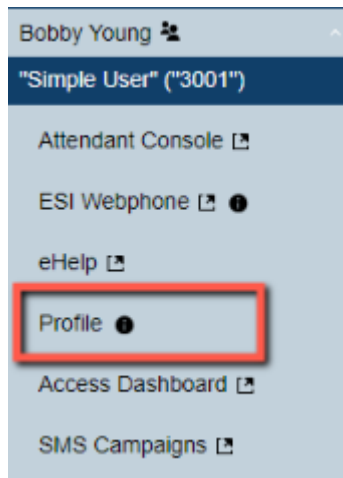


9. Enable Autofill to the ON position (blue) and then click on the X at the top-left of the panel.

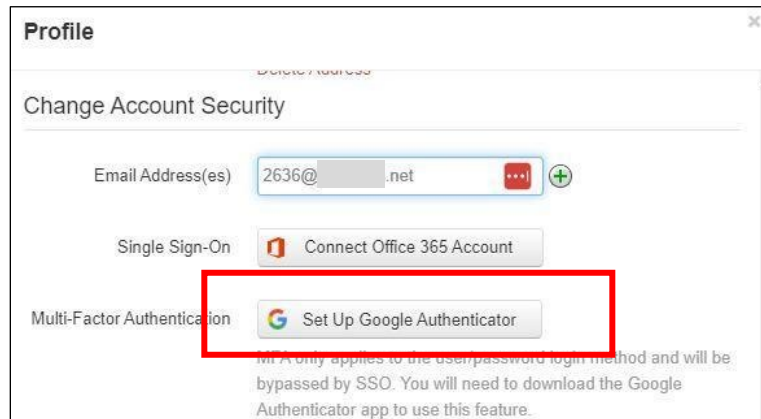


## eConsole Setup

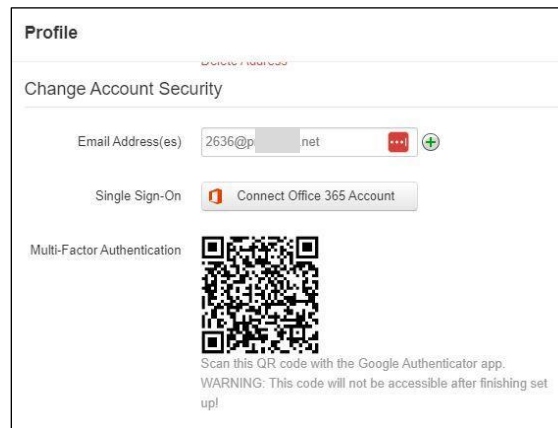
1. Login to the eConsole and go to your Profile.



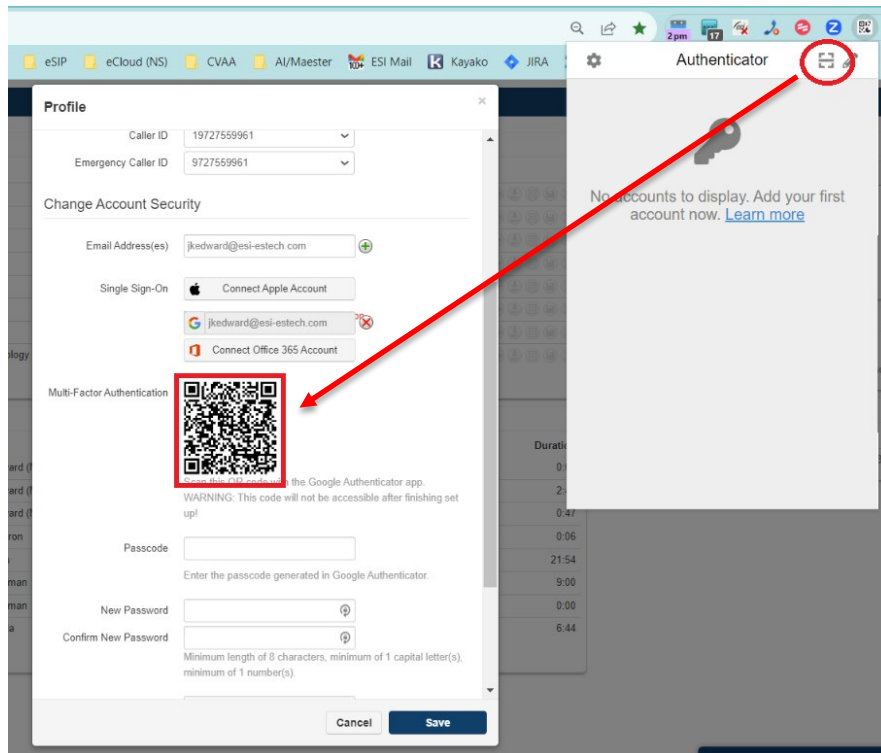
2. Scroll down to the "Change Account Security" section and click the "Set Up Google Authenticator" button.



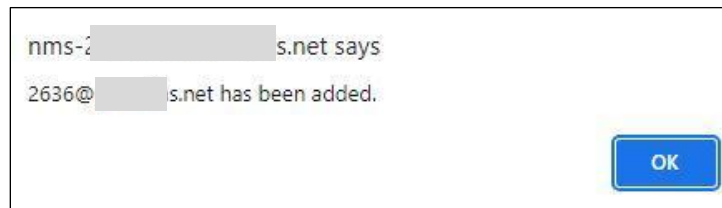
3. A QR code will appear on the panel and you will be asked to scan it with the Google Authenticator app.



4. While in eConsole, with the Profile popup present, click on the Authenticator Extension icon at the top-right of your browser. Then click on the scanner icon on the pop-up window.
5. Using your mouse, cover the QR code in the Profile panel.



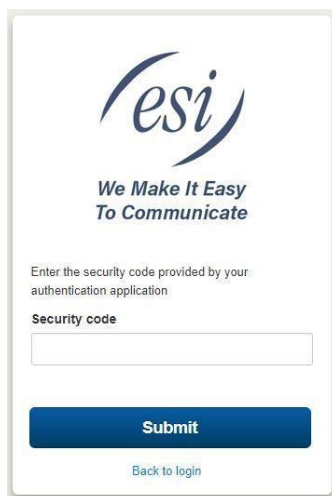
6. You will get a confirmation message stating that your account has been linked to the Authenticator.



7. Click on the OK button and log out of eConsole.

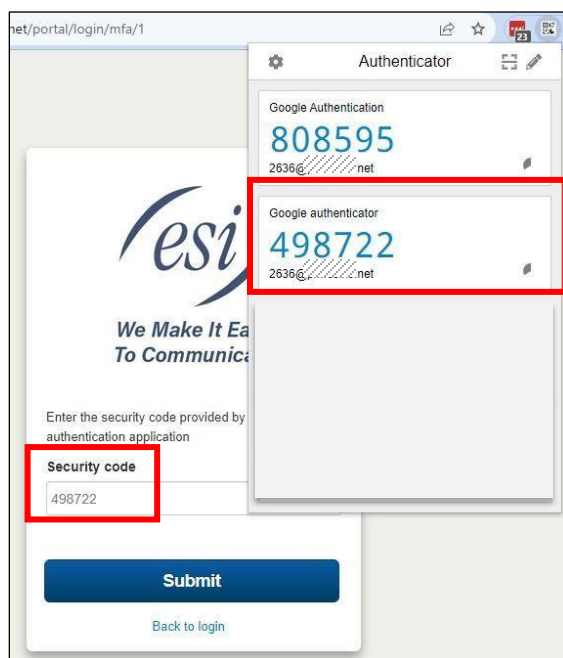
## Logging in to eConsole using MFA

1. Login to the eConsole as usual. A new panel will appear after you enter your eConsole credentials asking for an authentication code.



The screenshot shows a web page with the esi logo at the top, followed by the tagline "We Make It Easy To Communicate". Below this, there is a prompt: "Enter the security code provided by your authentication application". A text input field labeled "Security code" is present, and a blue "Submit" button is at the bottom. A "Back to login" link is located below the button.

2. Click on the Authenticator icon on your browser and then click on the second code from the list, that will result in the code being copied to the Security Code field of the authentication step.



You will now be logged into eConsole.

# Homepage Layout

On the left side of eConsole click on your name to expand the list to reveal additional features. You will see the link for the Home page. Click it to view the home page.

The screenshot displays the eConsole homepage for user Gary. The interface is divided into several sections:

- Navigation Menu (Left):** A vertical menu with a light blue top section for optional features (Attendant Console, ESI Webphone, eHelp, Profile, Access Dashboard, SMS Campaigns, Enterprise Meetings, Report an Issue, Log Out) and a dark blue bottom section for eCloud PBX services (Home, Messages, Fax, Contacts, Answering Rules, Time Frames, Phones).
- Home Header:** A dark blue bar with the 'esi' logo and a 'Home' button.
- NEW VOICEMAIL MESSAGES:** A table with columns 'From', 'Date', and 'Duration'. It shows one message from (985) 509-... at MORGAN CITY LA on Aug 12th 2022 at 3:02 pm, with a duration of 1:08.
- ACTIVE ANSWERING RULE:** A dropdown menu set to 'Default' with a list of simultaneously ring devices: x217 and x217wp.
- ACTIVE PHONES:** A list showing '217wp' and 'ESI Webphone 42.2.1 (Chrome 114.0.0.0)'.
- RECENT CALL HISTORY:** A table with columns 'Number', 'Name', 'Date', and 'Duration'. It lists recent calls from various numbers and names like FRISCO TX, IRVING TX, WIRELESS CALLER, MYCHILDRENS ST, AAA, and DALLAS TX.
- Footer:** 'Estech Systems, Inc. Version: 3.0.10' and a 'Contacts' button.

On the left side of the home page is a navigation menu as shown in the picture above. The menu is divided into two sections.

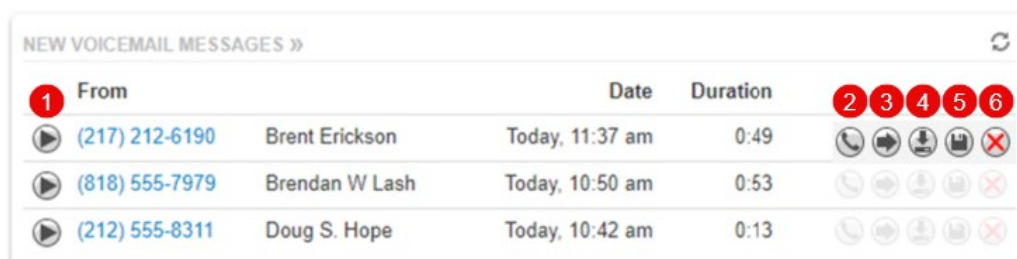
- The light blue section provides access to optional features as described in the [eConsole Special Features](#) section.
- The dark blue section of the menu is where you manage the eCloud PBX (ie: Private Branch Exchange) services, which is described in the [eConsole User Services](#) section.

## New Voice Mail Messages

The Messages panel displays all new voice mails. The voicemails are displayed with the number of the caller that left a voice mail, their Caller ID name, followed by the date and time the message was left and the duration of the voicemail.

Message management options:

1. **Play:** Play the voice mail from the PC speaker.
2. **Call to Play:** Calls your ESI phone and plays the voice mail.
3. **Forward:** Forward the voice mail to another extension.
4. **Download:** Download the voice mail locally to your computer.
5. **Save:** Save the voice mail for later.
6. **Delete:** Delete the voice mail.



NEW VOICEMAIL MESSAGES »									
1	From		Date	Duration	2	3	4	5	6
	(217) 212-6190	Brent Erickson	Today, 11:37 am	0:49					
	(818) 555-7979	Brendan W Lash	Today, 10:50 am	0:53					
	(212) 555-8311	Doug S. Hope	Today, 10:42 am	0:13					

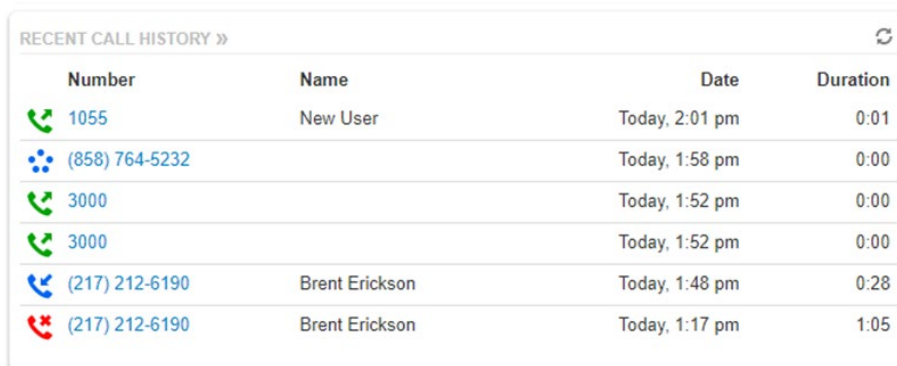
## Recent Call History

The Recent Call History panel provides an overview of the last 10 calls.

The color icons to the left of each call log entry mean

- Green – an outbound call
- Red – the incoming call was not answered.
- Blue - an inbound call was answered
- Blue dots - the call was on a conference bridge

To see all your call history click on Call History in the navigation menu.



RECENT CALL HISTORY »				
	Number	Name	Date	Duration
	1055	New User	Today, 2:01 pm	0:01
	(858) 764-5232		Today, 1:58 pm	0:00
	3000		Today, 1:52 pm	0:00
	3000		Today, 1:52 pm	0:00
	(217) 212-6190	Brent Erickson	Today, 1:48 pm	0:28
	(217) 212-6190	Brent Erickson	Today, 1:17 pm	1:05

## Active Answering Rule

To the right you will see the Active Answering Rule window, which will display which rule is currently active and provide a summary of how calls are routed when they reach your extension. You can select a different answering rule by clicking the Active Answering Rule drop down and selecting a different rule. For complete information on how to use your answering rules, please refer to the [Answering Rules](#) section in this document.

ACTIVE ANSWERING RULE »

Default ▾

**Simultaneously ring:**

- x5232
- (619) 344-1806
- x5232d

**Forward when unanswered to:**

- Voicemail - 5232 (Nathan Donovan)

## Active Phones

The Active Phone panel lists the active phones currently registered to your account. This includes not only physical phones, but the webphone and the mobile application as well. If you do not see a device listed there that should be, that means the device is not configured for your account or the device is currently unregistered.

ACTIVE PHONES »	
217i	ESI ePhoneGo2/21.1.4 (build 1925489; iO...
217wp	ESI Webphone 42.2.1 (Chrome 114.0.0.0)

# eConsole User Services

The various options shown in the dark blue, left navigation menu are discussed in this section.

## Messages

The Messages icon is where all your voicemails, chat messages, SMS/MMS messages and voicemail options are located.

### Voicemail storage capacity:

Message count is based on the storage size. Every user has 250 Megabytes of storage. That's usually over 100 messages based on the average size of individual voicemails. If the voicemail box is full, then a message will play stating your mailbox is full and no new messages can be saved. The Inbox and Saved box are both counted against the 250 Megabytes - Trash is counted against the 250 Megabytes of storage as well, but should empty at the end of each day.

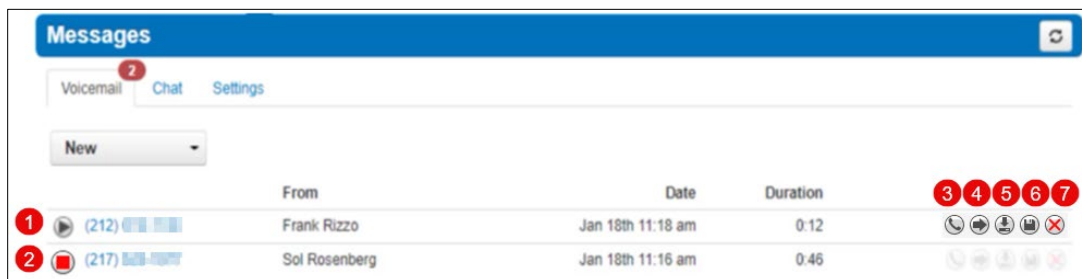
Unused space on other extensions is not shared. As an example; if User A extension runs out of VM (ie: voicemail) box room, User A cannot use the 50MG that User B may still have available.

### Voicemail tab

Clicking the Message Center icon will take you to the Messages center voicemail tab. You will see a new message indicator showing how many (if any) new voicemails your account has.

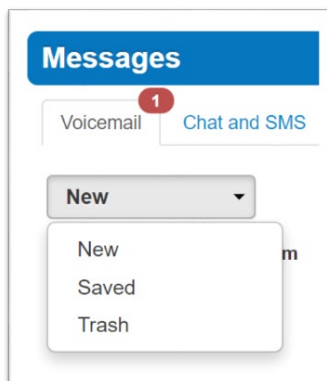
Message management options:

1. **Play:** Play the message from the PC speaker.
2. **Stop:** Stop playing message.
3. **Call to Play:** Calls your ESI phone and plays the message.
4. **Forward:** Forward the message to another extension.
5. **Download:** Download the message locally to your computer.
6. **Save:** Save the message for later.
7. **Delete:** Delete the message.



Underneath the tab selection you will see a drop down, which allows you to display new voicemails, saved messages, or trashed messages.

- **New** – New voicemail messages displayed with the caller's phone number, Caller ID name (if available), along with the date, time and duration of the message.
- **Saved** – Saved messages are messages that have been saved by clicking the Save icon.
- **Trash** – Trash messages are messages that have been deleted by clicking the delete icon. The Trash folder is auto deleted each day.



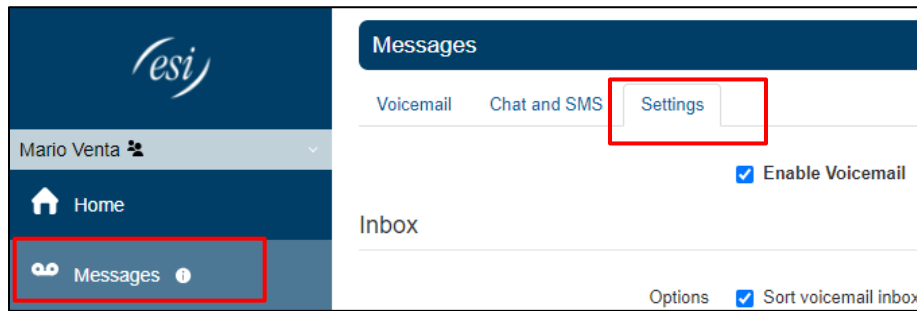
### *Persistent Voicemail reminders*

A Voicemail Reminder is a persistent notification that alerts users by email, phone, and SMS/MMS when there is a new voicemail message. It is a critical feature in time-sensitive or otherwise urgent situations. Whether it be an elderly resident slipping and falling in a retirement facility, a renter's sink flooding in an apartment building, or a business's server going down, a persistent reminder of a voicemail message can help ensure a rapid response in any potentially serious situation.

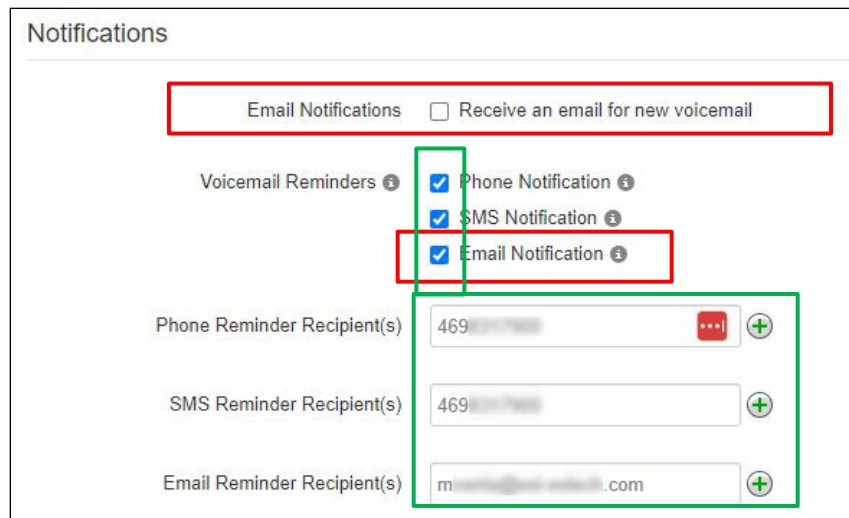
Users will be "reminded" at a configured interval until the status of the voicemail message is "saved" or moved to "trash". Only these actions strip the message of its "new" status.

## Enabling the feature in eConsole.

1. Logged in to eConsole, navigate to Messages >> Settings.



2. To enable voicemail reminders, scroll down to the bottom of the panel and check the box next to the method of communication: email reminder, phone reminder, SMS/MMS reminder. Then enter the corresponding values in the appropriate field for either email(s), 10-digit phone number(s), SMS/MMS number(s), or either email(s). Use the green + button to add values for the 3 different fields. If you select "Email notification", make sure you uncheck the "Receive an email for new voicemail" option which is the current single (non-persistent) notification to avoid duplicate emails for your first notification.



**Note:** If there is an **After Email Notification** method selected under the **Receive and email for new voicemail** option, such as moving the voicemail message to "saved" or "trash", then "voicemail reminders" will not apply.

3. Set the reminder interval with the dropdown (in minutes). This is the length of time that will lapse between voicemail reminders. Click **Save** when finished making changes.

The screenshot shows a settings window for 'Notification Interval'. The dropdown menu is set to 'Every 5 minutes'. Below the dropdown, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red rectangular box.

You will now receive periodic reminders via phone, SMS/MMS or email (or any combination of them) at the desired interval.

**Warning:** Be careful when setting these reminders as they will continue indefinitely until the message is moved to "saved" or "trash".

## Chat and SMS tab

On the Chat and SMS tab you can see all of your Chat and SMS/MMS conversations.

Office Managers cannot view other user's texts or chats unless the account is setup as a SITE. In which case the Office Manager can click Masquerade in eConsole to login as that user.

**Note:** Chat means instant messaging with users within the PBX (ie: Private Branch Exchange) using their extension number, while SMS/MMS is the regular mobile service for Short Messages and Multimedia Messages which requires a mobile number. The SMS/MMS in this tab is not the SMS/MMS used with MessageMedia, which is a different application.

Messages are displayed with the contact's name, the first line of the message, the date and time along with two button options.



Note that file size and text size is not based on the ESI platform; it is based on the carrier.

The following is considered average guidelines, however it is possible for a specific carrier to have a different limitation.

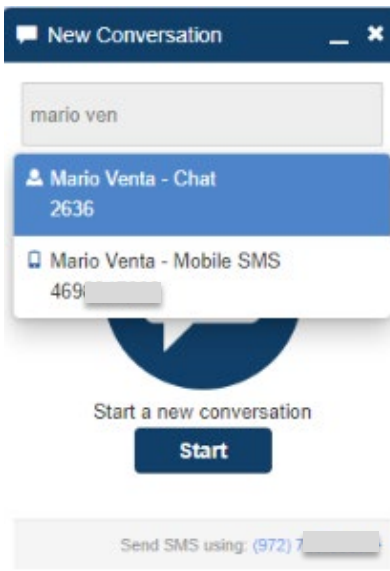
- SMS Text length: Up to 160 characters.
- MMS Image (including animated) of up to 300KB (kilobytes).

If what you are sending is too large (text and/or attachment) it is advised to keep your text short, sweet and simple. Try providing a URL link in the text to the more verbose, larger information.

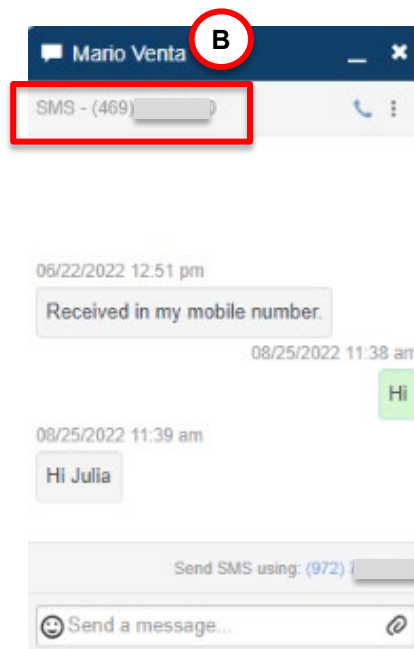
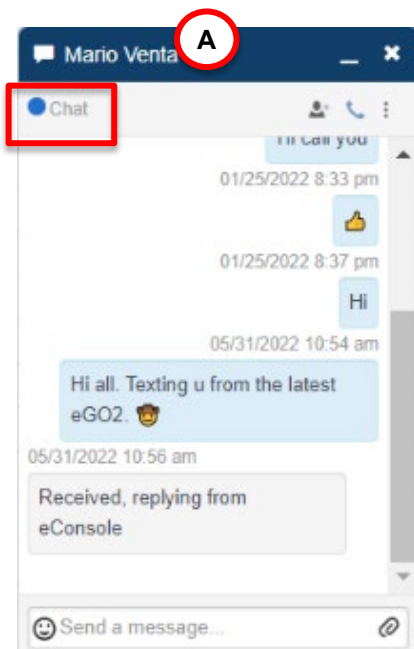
## Start new chat conversation

To start a new conversation

1. Click the New Conversation button in the upper right-hand side and a new chat window will appear.
2. Start typing the user's name to see a list of everyone in the organization you can select from. Or in your Contacts widget located in the lower right of the screen click the message icon next to the desired contact name.
3. After selecting a contact the following window will appear. Your choices in this window vary based on the contact number you chose.

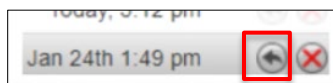


- a. If you chose another extension in your organization you will only be able to perform an internal chat. When you click Start you'll see "Chat" in the upper left.
- b. If you chose a phone number you will be able to send an SMS/MMS text. When you click Start it will show the phone number you're texting to in the upper left.



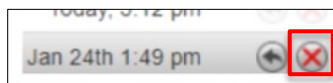
## Replying to message

If you would like to reply to a message, simply type in the chat window that displays when receiving a message. You can also click the reply icon to the right of the message in the message center.



## Delete a message

To delete a message, click delete that appears next to the reply button.



## Settings tab

The settings tab is where you can make changes to how your account handles voicemail and is represented in the company audible directory as well as the Contacts of the organization.

### Enable Voicemail

You can enable (blue checkmark) or disable (empty checkbox) the voicemail by clicking the checkbox next to Enable Voicemail option. If the voicemail box is disabled you will not be able to receive any voicemails.

### Inbox Options

These options allow you to control your experience when calling into your voicemail box and checking your messages over the phone.

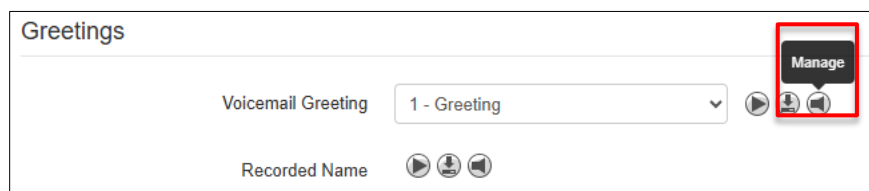
- Sort voicemail inbox by latest first – Enabling this option will configure your voicemail to play the most recent message as the first message you hear (older message play first). If this option is not enabled the voicemails will be played in the order they were received (newest message play first).
- Announce voicemail received time – Enabling this option will have the receive time of the voicemail read to you before playing back the message.
- Announce incoming call ID – enabling this option will have your voicemail read the caller ID number to you before playing back the message.

A screenshot of the "Messages" settings interface. At the top, there are tabs for "Voicemail", "Chat and SMS", and "Settings". The "Settings" tab is active. Below the tabs, there is a section for "Enable Voicemail" with a checked checkbox. Underneath, there is an "Inbox" section with "Options" including checkboxes for "Sort voicemail inbox by latest first", "Announce voicemail received time", and "Announce incoming call ID". There is also a "Voicemail Transcription" dropdown menu set to "Disabled". Below that is a "Greetings" section with "Voicemail Greeting" and "Recorded Name" options, each with a play button icon. At the bottom is a "Notifications" section with "Email Notifications" (checked), "Email Type" (set to "Send with hyperlink"), and "After Email Notification" (set to "Leave as new"). At the very bottom are "Save" and "Cancel" buttons.

## Greetings

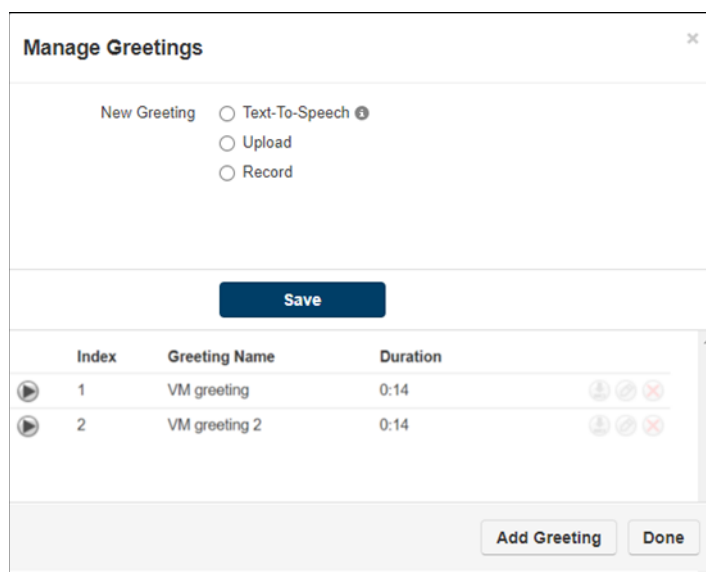
Under the voicemail inbox options, you will see the *Greetings* section. This is where you will record your Voicemail greeting and name to be used in the company directory.

Click the Manage icon that looks like a speaker to view greeting list



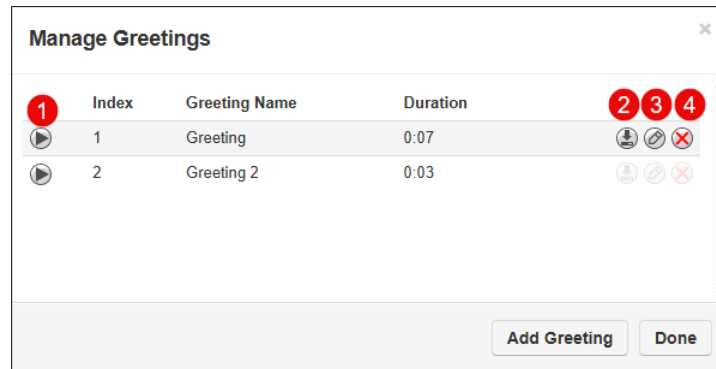
You can add multiple voicemail greetings which callers will hear when reaching your voicemail.

- Adding voicemail greetings - To add a voicemail greeting, click the *Add Greeting* at the bottom of the Manage Greeting page. You will see three options
  - Text-To-Speech – Will generate an audio greeting using a text-to-speech engine. For specific instructions on how to use this feature refer to the [Text-to-Speech](#) section in this guide.
  - Upload: Upload a WAVE file recording from your computer.
  - Record: This is using your ESI phone to live record a greeting.
    1. Select Record and enter a greeting name
    2. Enter the extension number to call and click Call.
    3. A call will automatically be placed to your extension. When your phone (webphone or mobile app) rings, answer it.
    4. Record your greeting at the beep. When finished, hang up.

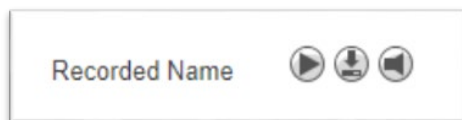


After the greeting is created you will see four options for managing the greetings:

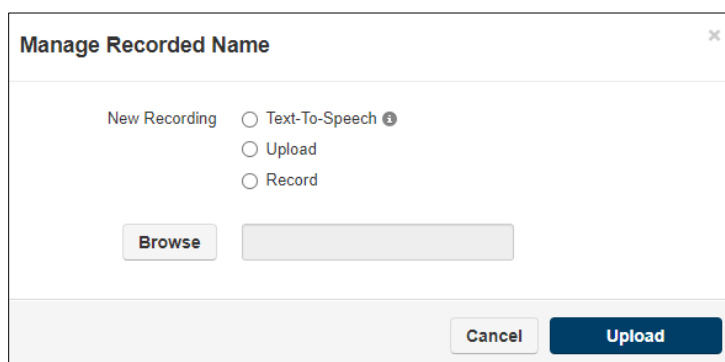
1. The play icon will play the greeting back through eConsole.
2. The download icon will download the greeting as a WAVE file to your computer.
3. The edit icon will allow you to edit or re-record the greeting.
4. The delete icon will delete the greeting.



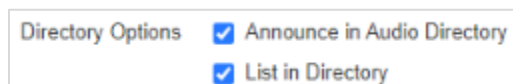
- Recorded Name – Found in Message settings, the Recorded Name option allows you to record your name, which will be played when a caller selects to hear the company directing from the Auto Attendant.



- The options to record your name are exactly like those to record a voicemail greeting. Next to Recorded Name you'll see the following options:
  - Text-To-Speech – Will generate an audio greeting using a text-to-speech engine. For specific instructions on how to use this feature refer to the [Text-to-Speech](#) section in this guide.
  - Upload: Upload a WAVE file recording from your computer.
  - Record: This is using your ESI phone to live record a greeting.
    - Select Record and enter a greeting name
    - Enter the extension number to call and click Call.
    - A call will automatically be placed to your extension. When your phone (webphone or mobile app) rings, answer it.
    - Record your greeting at the beep. When finished, hang up.



- In eConsole, under the Profile menu option, be sure to enable “Announce in Audio Directory”, if you want your name to read out to callers. And if you enable this checkbox be sure your name is recorded, otherwise the caller will hear nothing.



## Notifications

Under Greetings you will see the Notifications options, which will allow you to manage your email notifications when a voicemail is left for you.

- Email Notification
  - Leaving the box unchecked disables email notifications.
  - Checking the box allows you to select the format of email notifications that you receive.
- Email Type
  - Send with hyperlink - an email will be sent with a hyperlink to download the message.
  - Send with attachment – an email will be sent that contain a WAVE file attachment that you can save to your computer.
- After Email Notification
  - Leave as new - Send email notification and leave voicemail as new.
  - Move to saved - Send email notification and move the message to the saved folder.
  - Move to trash - Send an email notification and move the message to trash folder.

Remember to click Save to keep your changes.

Notifications

Email Notifications  Receive an email for new voicemail

Email Type  ▼

After Email Notification  ▼

# Text to Speech

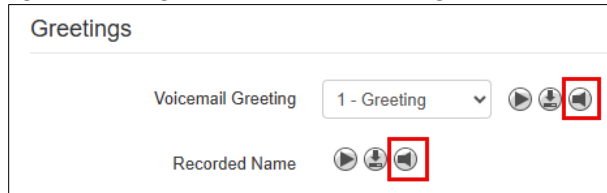
Text-to-Speech allows you, the user, to type words into eConsole for the greeting you want to play back to callers. Text can be entered in English, Spanish or French (Canadian), any one of those three languages is selectable for each greeting. The entered text will be played back as the voice you choose in the voice menu options.

Anywhere that normally required a person to record a greeting through the phone's handset or to upload a pre-recorded greeting can now use Text-to-Speech.

- Office managers
  - Auto Attendant intro greeting & menu greeting
  - User's voice mail greeting & recorded name
  - Call Queue greetings
  - Music on Hold messages
- Individual Users
  - Voice mail greeting
  - Recorded name

## Setting up Text-to-Speech

1. Log in to eConsole.
2. Access the page within eConsole from where you record the greeting. For example, greetings for Auto Attendants will be found on the AA page. Greetings for voice mailbox will be found under Settings on the Message page.
3. Click on the Manage Greeting icon or Edit Greeting/Prompt icon.



4. Select Text-To-Speech.
5. Select the desired language from the dropdown menu.
6. Type the phrase that you want played back to callers.
7. Select the desired voice.
8. Click the playback button to verify the greeting sounds the way you want.
9. Make any adjustments and Save.



**\*\*Save the greeting itself and then Save changes to that page in eConsole.\*\***

## Tips

10. Do not enter carriage returns in the message box.

Good	Bad
For Sales press 1. For Support press 2. For Accounting press 3.	For Sales press 1. For Support press 2. For Accounting press 3.
Thanks for calling. I'm away from my desk right now so please leave me a message.	Thanks for calling. I'm away from my desk right now so please leave me a message.

11. Enter a comma where you want a pause.

Examples
For Sales press 1, For Support press 2, For Accounting press 3.
Thanks for calling, I'm away from my desk right now so please leave me a message.

12. Some words may need to be spelled phonetically.

Examples	
"100"	"one hundred" or "one zero zero"
"Estech"	"Ez Tech"
"Amy Neidereiter"	"Amy Needer Rider"

## ESI eFax for Cloud

Users can to send and retrieve faxes from the eConsole. This section describes the procedures for individual users to set up their fax preferences, send and retrieve faxes.

For information on ESI eFax for eCloud please see 0455-0381 [ESI eCloud eFax User's Guide](#).

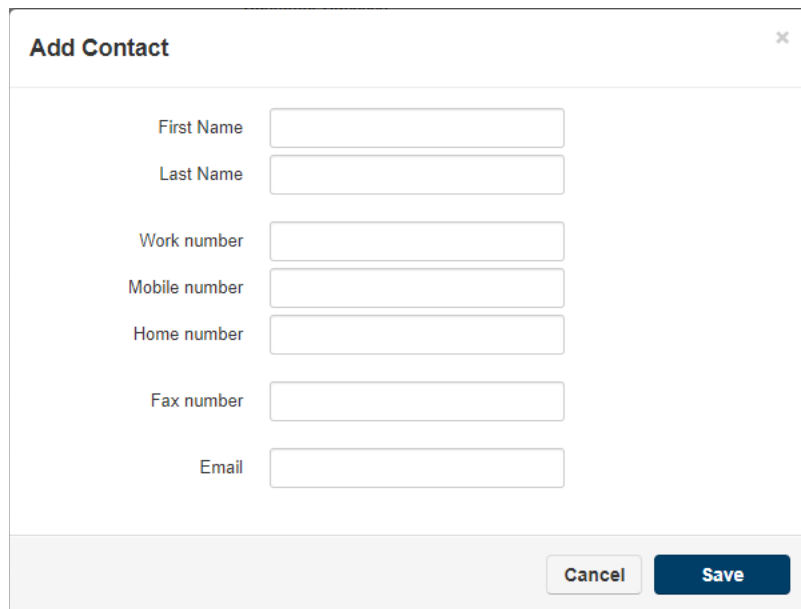
## Contacts

The Contacts icon is where all users with “List in Directory” enabled under their profile are listed. If you do not see a user listed in the contacts, it is because “List in Directory” has been disabled.

### Contacts

#### Add Contact

The Add Contact button in the upper right-hand corner will open the new contact window will allow you to enter a new contact that will be displayed in your account’s contacts.



The screenshot shows a modal window titled "Add Contact" with a close button (X) in the top right corner. The form contains the following fields:

- First Name
- Last Name
- Work number
- Mobile number
- Home number
- Fax number
- Email

At the bottom right of the form, there are two buttons: "Cancel" and "Save".

#### Import

The Import button allows you to import contacts from a csv (ie: comma separated values) file (Outlook, Google, and Apple vCard) that will bulk create users in your contacts.

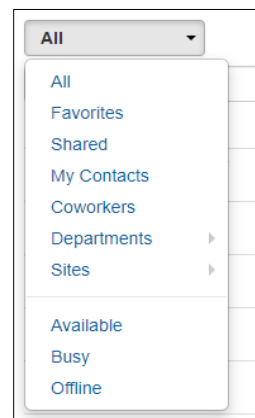
#### Export

The Export button will allow you to create a csv file for the contacts group selected in the *Contacts to export* drop down. The Export format will export the csv file into an Outlook, Google, or Apple vCard csv file format.

## Contact Types









In the upper left corner of the Contacts page, you will see a drop down that will let you filter contacts.

- **All** - Displays all users on the system with List in Directory enabled.
- **Favorites** - Displays contacts you selected as favorites. You can add contacts to favorites by clicking the star next to the contacts name.



- **Shared** - Shared contacts are contacts available to the entire organization added by Office Managers. **This feature will be available in late Q1 2025.**
- **My Contacts** - Contacts you have manually added by clicking the Add Contact button in the top right.
- **Coworkers** - Displays all contacts in the organization with List in Directory enabled.
- **Departments** - Which break users down by the Department entered on their user profile.
- **Sites** - If a business has multiple locations, they will be listed here. This field is only used if your company was set up to use the Sites feature. If you are unsure if your company uses multisite, please contact your system administrator.
- **Available** - Displays contacts that are available to be called or chat via eConsole.
- **Busy** - These are users currently on the phone or have their status set to Do Not Disturb.
- **Offline** - Users who do not have a registered device and not logged into eConsole available to chat.

When selecting a contacts group option, the contacts for that group will appear. You can sort the Name either ascending or descending.

Name ▲	Number(s)	Department	Site	Email
 Tyler Brook	 100	PM		 
 Anthony Burt	 101	Cloud		 

## Contacts Status Icon

- **Green** – Contacts with a green dot are idle and available to receive calls.
- **Red** – Contacts with a red dot are off-hook or busy (on another call).
- **Red with a dash** – Contacts with a white dash in a red dot are in do-not-disturb (DND).
- **Gray** – Contacts with a gray dot do not have a registered or online device.
- **Blue** – Contacts with a blue dot are available to chat in eConsole.

## Chat with contact

Clicking the Chat icon to the far right of the contact will open a chat window with that contact. Refer to the [Start new chat conversation](#) section in this document for details on how to start and manage a chat.

## Edit

The Edit icon to the far right of the contact will open the Edit Contact window where you can configure the contact with a different:

- First & Last Name
- The extension number cannot be changed for coworker contacts
- Work, Mobile, Home or Fax phone numbers
- Email address

## ESI ePhone - Import eConsole Contacts

Follow these steps to export and import your eConsole contacts to your ESI ePhone.

### Export eConsole Personal Contact Directory

eConsole personal contacts are managed by the eConsole account user. The eConsole user's personal contacts are stored under Contacts in the My Contacts group.

1. From the left navigation menu select **ePhone Directory Creator**.
2. Select the **Personal Contacts** button at the top right to view your personal contacts list.
3. **Optional:** Edit the contact information to be displayed in the ePhone contact directory.
  - Name (Contact Name)
  - Number (Contact Primary Number)
  - Mobile (Contact Secondary Number)
  - Other (Contact Third Number)
  - Group: Assign the contact group name. The default group name is **Personal Contacts**.

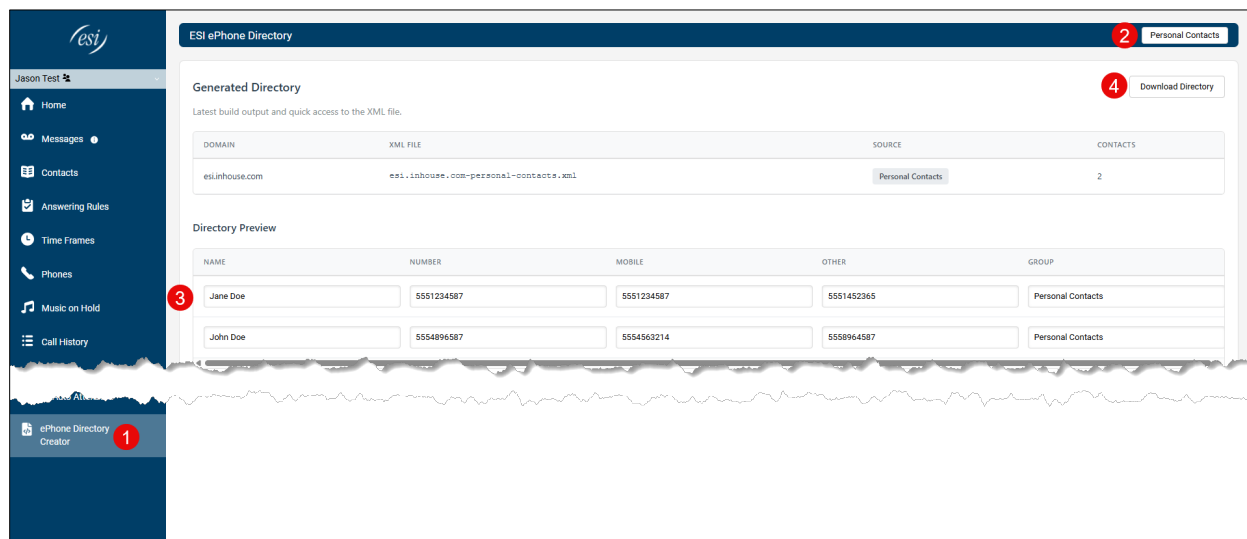
#### Important Notes:

**It is recommended to edit contacts in eConsole Contacts and use default contact information.** Edits made in ePhone Directory Creator are not stored, and need to be re-entered when creating new contact files.

**To remove** a contact from the ePhone contact directory file, **clear all** the contact information fields.

4. Select the **Download Directory** button at the top left to download the **XML file** containing your personal contacts to your Downloads folder.

XML file name: **[eCloud Domain Name]-personal-contacts.xml**



The screenshot displays the ESI ePhone Directory web interface. On the left is a navigation menu with options like Home, Messages, Contacts, Answering Rules, Time Frames, Phones, Music on Hold, and Call History. The main content area is titled 'ESI ePhone Directory' and includes a 'Personal Contacts' tab. Below this, there is a 'Generated Directory' section with a table showing contact data. A 'Download Directory' button is visible in the top right. A 'Directory Preview' section shows a list of contacts with fields for Name, Number, Mobile, Other, and Group. Red callout numbers 1, 2, 3, and 4 are placed on the interface to highlight specific elements: 1 points to the 'ePhone Directory Creator' menu item, 2 points to the 'Personal Contacts' tab, 3 points to the 'Name' field in the Directory Preview, and 4 points to the 'Download Directory' button.

DOMAIN	XML FILE	SOURCE	CONTACTS
esi.inhouse.com	esi.inhouse.com-personal-contacts.xml	Personal Contacts	2

NAME	NUMBER	MOBILE	OTHER	GROUP
Jane Doe	5551234587	5551234587	5551452365	Personal Contacts
John Doe	5554896587	5554563214	5558964587	Personal Contacts

#### Important Notes:

**Metered, Select, Call Center Agent, Premier, Operator, and Call Center Supervisor** seats can only export their own personal contacts.

**Office Manager** seats can export their own personal contacts along with the following contact lists for company distribution.

- **Domain Users** - ESI eCloud user contact information (i.e. user extension numbers).  
XML file name: **[eCloud Domain Name]-users.xml**
- **Shared Contacts** - Shared company contact information (i.e. common business partners).  
XML file name: **[eCloud Domain Name]-shared-contacts.xml**
- **Domain Users & Shared Contacts** - Combines both domain users and shared contacts in a single file.  
XML file name: **[eCloud Domain Name]-all.xml**

Please contact your Office Manager for domain users and shared contacts directory files.

## Import Directory Files to Your ePhone

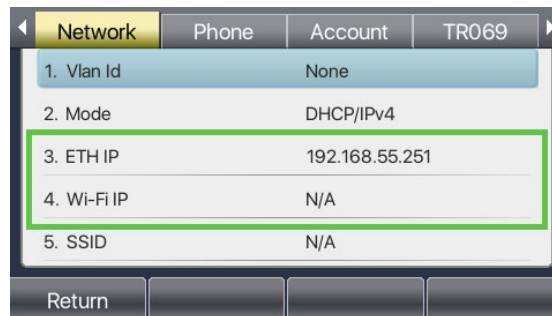
### Important Note:

When importing updated directory files, the updated contact is duplicated in the ePhone contacts directory. Contacts without edits are ignored and not duplicated after importing.

To prevent duplicated entries, delete the group or the individual users that were updated before importing a new directory file.

### 1. Find Your ePhone IP Address

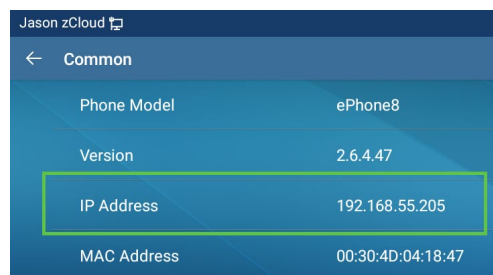
- **ePhone3 (v2), ePhone4x (v2), ePhoneX, ePhoneX-1**
  1. Press the **Menu** softkey on your ePhone.
  2. Select **Status**.
  3. Locate and note the **IP Address**.



A screenshot of an ePhone's network status screen. The screen has a dark background with a light-colored table. The table has four columns: 'Network', 'Phone', 'Account', and 'TR069'. The 'Network' column is highlighted in yellow. The table contains five rows of data. The third row, '3. ETH IP', has a value of '192.168.55.251' and is highlighted with a green border. The other rows are: '1. Vlan Id' (None), '2. Mode' (DHCP/IPv4), '4. Wi-Fi IP' (N/A), and '5. SSID' (N/A). At the bottom of the screen, there are four softkey buttons: 'Return', and three unlabeled buttons.

Network	Phone	Account	TR069
1. Vlan Id		None	
2. Mode		DHCP/IPv4	
3. ETH IP		192.168.55.251	
4. Wi-Fi IP		N/A	
5. SSID		N/A	

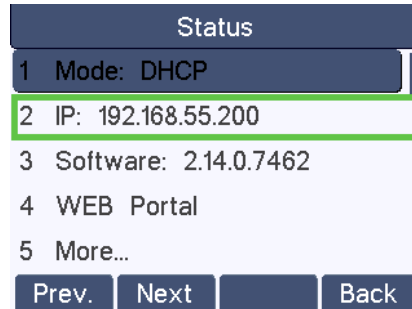
- **ePhone8**
  1. Press the **Settings** icon.
  2. Select **Common**.
  3. Locate and note the **IP Address**.



A screenshot of an ePhone8's settings screen. The screen has a dark blue background with a light blue header. The header contains the text 'Jason zCloud' and a back arrow. Below the header, the word 'Common' is displayed. The screen shows a list of settings: 'Phone Model' (ePhone8), 'Version' (2.6.4.47), 'IP Address' (192.168.55.205), and 'MAC Address' (00:30:4D:04:18:47). The 'IP Address' row is highlighted with a green border.

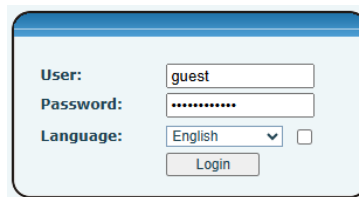
Phone Model	ePhone8
Version	2.6.4.47
IP Address	192.168.55.205
MAC Address	00:30:4D:04:18:47

- **ePhone3, ePhone4x**
  1. Press the **Menu** softkey on your ePhone.
  2. Select **Status**.
  3. Locate and note the **IP Address**.



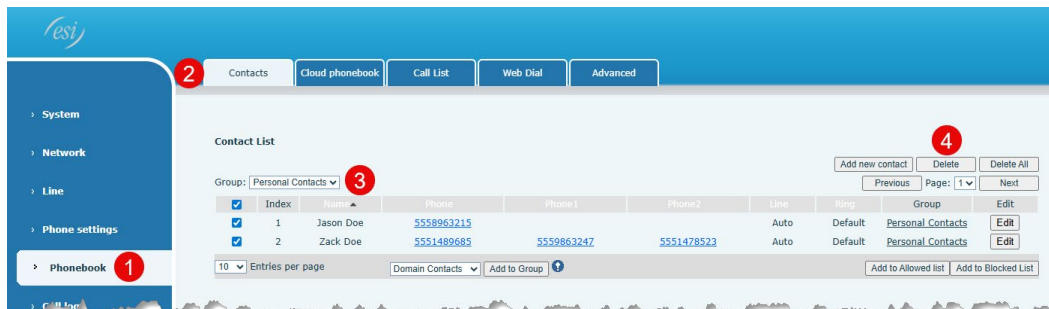
## 2. Access the Phone Web Interface

- Open a web browser.
- Enter the following in the address bar: **https://[ePhone IP Address]**  
**Example:** https://192.168.55.251  
**Note:** Depending on your browser settings you may need to accept the https security risk to view the ePhone webpage.
- Log in using the guest account.
  1. Username: **guest**
  2. Password: **SIPguest@ESI**



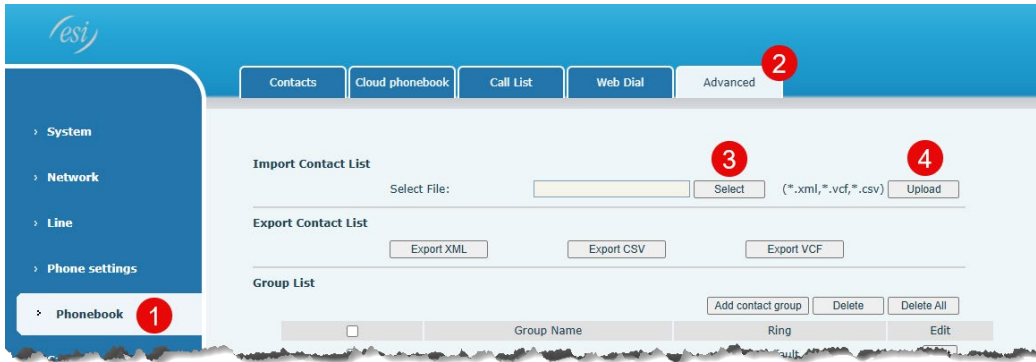
## 3. Optional: Delete existing contacts from the ePhone to prevent duplicates.

- From the left navigation menu, select **Phonebook**.
- Select the **Contacts** tab at the top.
- Select the contact **Group** from the dropdown menu.
- Select all the contacts in the group, then select **Delete**. Do not select delete all, this will delete all contacts on the ePhone.



#### 4. Import the Directory File

- a. From the left navigation menu, select **Phonebook**.
- b. Select the **Advanced** tab at the top.
- c. In the **Import Contact List** section:
  1. Click **Select** to choose the directory file to import.
  2. Click **Upload**.
- d. Repeat for all directory files.

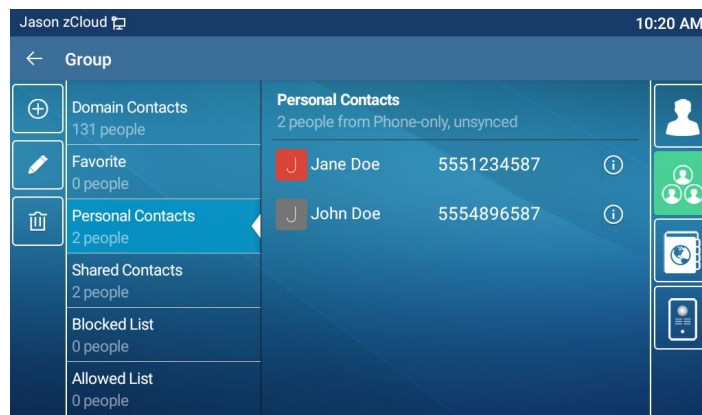


#### 5. Accessing Your ePhone Contacts

- **ePhone3 (v2), ePhone4x (v2), ePhoneX, ePhoneX-1**
  1. Press the **Contacts** button, or
  2. Press the **Contact Softkey** on the phone display.

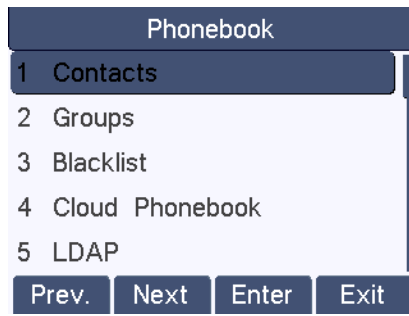


- **ePhone8**
  1. Press the **Contact Icon** on the phone display.



- **ePhone3, ePhone4x**

1. Press the **Dir Softkey** on the phone display.



Refer to the **ePhone User Guide** for more information about dialing from contacts.

# Answering Rules

Answering Rules are how you control what devices ring and how long those devices ring when receiving a call. It is also where you can configure what to do with a call that goes unanswered. You can have multiple answering rules defined, but only one of them can be active at a time. Having multiple answering rules allows you to easily change the behavior for treatment of incoming calls according to various needs such as being on vacation, temporarily out of the office, in an important meeting, etc.

In the Answering Rules section you will see your answering rules list. Every eCloud account is configured with a Default rule that applies to all users and cannot be deleted.

Every rule is displayed with its name, its description of how the rule will route the call and the options to edit or delete (except the default) the rule. If you have multiple answering rules configured the answering rule that is currently in effect will say Active next to the rule.

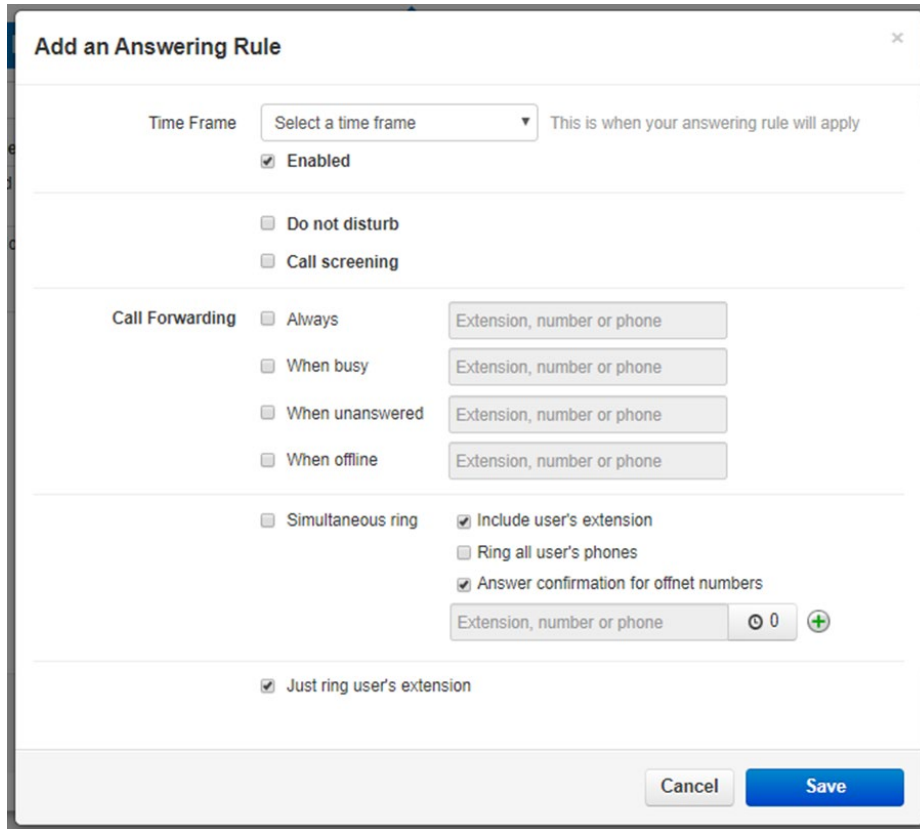
Answering Rules / Gary (217)

Ring for  seconds Allow / Block Add Rule

Time Frame	Description
Default <span>Active</span>	Simultaneously ring x217, x217wp

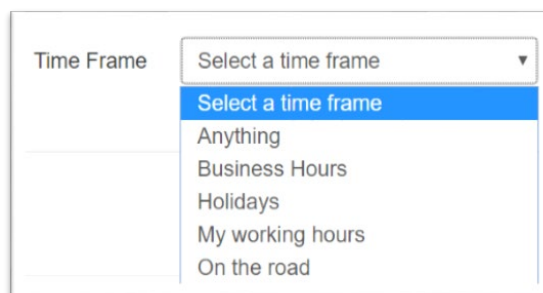
## Add Rule

The *Add Rule* button allows you to configure new answering rules for your account. Clicking the *Add Rule* button will display the Add an Answering Rule window.



## Time Frame

Time Frames are a set period of time which covers when you want certain events to occur, such as when your phone rings. When configuring a new answering rule you must first choose when the rule will be in effect by selecting a Time Frame. Therefore you'll want to create time frames first then create answering rules. Refer to the [Time Frames](#) section in this document for how to create and manage time frames.



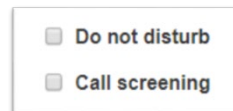
## Enabled

This option lets you easily enable and disable a rule from being in effect. A check in the box means the rule is enabled and will be in effect during the selected time frame.

## Do Not Disturb

The *Do not Disturb* option will prevent calls from reaching your devices and send the call to voicemail if voicemail is enabled or disconnect the call if voicemail is not enabled.

Please notice that clicking on the DND (Do Not Disturb) option, effectively edits the current answering rule. If you uncheck the DND box later on, to turn this feature off, you will have to edit the answering rule to whatever behavior you want it to carry out.



Setting DND temporarily for your extension (and all devices registered to it), should be done from your deskphone or webphone, that way your current answering rule is not affected.

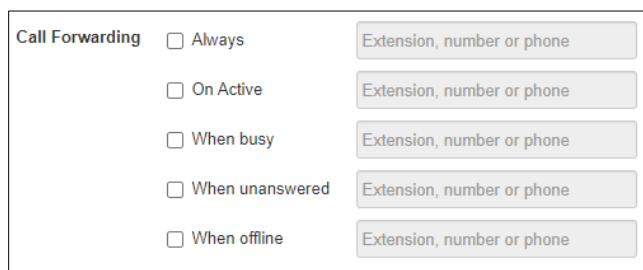
**Warning:** Activating DND from the mobile app, only affects the mobile app, and not any other registered devices for that extension.

## Call Screening

When Call screening is enabled, callers record their name. After they record their name, your devices will ring. If you answer the call, it will play the user's name and allow you to press 1 to be connected or hang up the call and have them be sent to voicemail or wherever your Call Forwarding options are configured to send unanswered calls.

## Call Forwarding

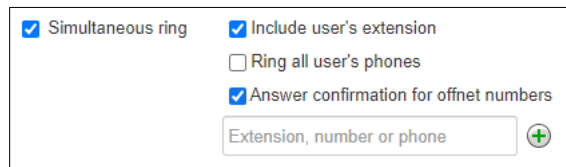
The Call Forwarding options will route calls based on the options selected. When entering a destination, it can be anything you would like, another user or another telephone number that does not have to be associated with your account or even on the system.



- **Always** - This option will forward the call to the destination entered - extension, phone number, or specific phone - every time your account receives a call.
- **On Active** - "On Active" is when the user is on a call on one or more devices. If the user is on a call, then it is forwarded to the specified destination. This would be used in instances where users want to turn off call waiting.
- **When Busy** - "When Busy" is when there are no available call paths. It is only an available option when "just ring user's extension" is selected and not when "simultaneous ring" is selected. Users typically have a configured "user limit" for the number of calls they can accept at the same time. If the dialed device is busy and the limit has been reached, then the caller is forwarded to the dialed user's voicemail. No other destinations can be configured.
- **When Unanswered** – "When Unanswered" dictates where to send the call when the *Ring For X Seconds* has been reached.
- **When Offline** - When Offline routes the call to the desired destination entered into *extension, number, or phone* field when the user's devices are offline. If you use a softphone on your laptop and shut down the softphone this is where your calls are forwarded. This only works with users who have devices. This is not intended to be used on system users like Auto Attendants and Queues.

## Simultaneous Ring

The *Simultaneous Ring* options, also known as SIM ring for short, allow you to configure what devices ring when receiving a call. Clicking the *Simultaneous Ring* box will allow you to ring more than just your extension and allow you to ring other extensions or phone numbers as well.



The screenshot shows a configuration box for 'Simultaneous Ring'. It contains four checkboxes: 'Simultaneous ring' (checked), 'Include user's extension' (checked), 'Ring all user's phones' (unchecked), and 'Answer confirmation for offnet numbers' (checked). Below the checkboxes is a text input field with the placeholder text 'Extension, number or phone' and a green plus icon to its right.

- **Include user's extensions** - Enabling this option will make sure your extension rings when sim rings is enabled. The user's extension is their main device only. This would not include alphanumeric devices (such as their web phone).
- **Ring all user's phones** - This option will ring all devices registered to your account. This would ring all devices that are registered for that user, including alphanumeric devices (such as their web phone). If checked, it will also include any devices added to that user in the future.
- **Answer confirmation for off net numbers** - This option lets the user know the call is forwarded from their phone system and gives them the option to be connected to the caller by pressing 1 or hanging up the call so they are not connected with the forwarded calling party.

## Just ring user's extension

This option is only available if *Simultaneous ring* is not enabled. If *Just ring user's extension* is enabled, incoming calls will just ring your default device configured under your account.

## Answering Rule Example

### Part 1 – Working Hours

This scenario is a user who is setting their answering rules during working hours.

The user has chosen to edit the answering rule that was enabled for them by default. The time frame in this case will always be the Default time frame, which is typically the company's working hours (i.e., 8a-5p, M-F).

The user did not select Do Not Disturb or Always Call Forward, which means all incoming calls will ring the user's extension (x2112).

This user has 3 devices – Desktop phone, Webphone, and Mobile App (ePhoneGO 2). By selecting Simultaneous Ring for all their devices, all incoming calls will ring all three devices at the same time.

The user has selected three call forwarding options when they are not able to answer the incoming call.

On Active – if the user 2112 is on an active call, a second incoming call will automatically go to their voice mail.

When unanswered – if the user 2112 is not on any call (idle) but doesn't answer the incoming call, it will be forwarded to Mario at extension 2636.

When Offline – if user 2112 has no online devices (phone isn't registered, webphone is not launched/registered, mobile is not running), the incoming call will be transferred (routed) to an offnet telephone number (i.e., their personal mobile number). ESI strongly recommends setting the When Offline field in the case their devices become unavailable. This will allow incoming calls to always reach the user.

For all these settings the user could have chosen different destinations – a different extension, call queue, a specific device, a user's voice mail box, an offnet phone number. It simply depends on personal preference.

**Edit Answering Rule**

Time Frame:  This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding

Always

On Active

When busy

When unanswered

When offline

Simultaneous ring

Include user's extension

Ring all user's phones

Answer confirmation for offnet numbers

Just ring user's extension

## Part 2 – After Hours

Using the same user (x2112) in this example, they are setting rules for after business hours.

1. They chose and enabled the After Hours time frame, which was already created and shared by the Office Manager.
2. Keeping it simple the user enables Do Not Disturb (screen shot A). This means all incoming calls, after hours, will go directly to the user's voice mail.

However the user could've chosen several different options. Again, it's a matter of personal preference.

Time Frame: After Hours (This is when your answering rule is active)  
 Enabled

Do not disturb  
 Call screening

Call Forwarding

Always: Extension, number or phone

On Active: Extension, number or phone

When busy: Extension, number or phone

When unanswered: Extension, number or phone

When offline: Extension, number or phone

Simultaneous ring

Include user's extension  
 Ring all user's phones  
 Answer confirmation for offnet numbers  
Extension, number or phone (+)

Just ring user's extension

## Final Result

After both examples are set, here's how user 2112's answering rules appear in eConsole.

Answering Rules / Julia Kedward (2112)

Ring for: 25 seconds [Allow / Block] [Add Rule]

Time Frame	Description
After Hours <b>Active</b>	Do not disturb
Default	Forward on active: Voicemail - 2112 (Julia Kedward) Simultaneously ring x2112n, x2112, x2112wp Forward when unanswered to User - 2636 (Mario Venta) Forward when offline to (572) 755-9961

At this time, it's a Saturday morning, which is after working hours. Therefore you see that the After Hours rule is active. Once it's back to working hours (Monday at 8 am), the Default answering rule will become active, automatically. Also note the red X by "x2112wp". This means the user's webphone (wp) is offline.

## Ring Answer Timer (Duration)

When you click on Answering Rules you will see the option to set the Ring timer. This is what controls how long a call will ring your extension before it's routed to a different location, such as, voice mail, a different extension, a department, etc. If you do not want a ring time out, meaning you want your phone to ring forever, select Unlimited at the bottom of the drop-down.

Ring for: 60 seconds

## Time Frames

Time frames are a period of time which covers when you want certain events to occur, such as your phone to ring or go directly to voice mail.

You create time frames with different time and date ranges so you can apply them to answering rules, which then allow you to control how calls are routed depending on the time of the day the call occurs.

To view and create time frames click on the Time Frames option from the menu on the left. Here you will see all the time frames available.

Time Frames					
Name ▲	Owner	When		Recurrence	Ends On
Admin Sick	Domain	Always ⚙	Always	None	Never
After Hours	Domain	Days of the Week ⚙	Sun, Mon, Tue, Wed, Thu, Fri, Sat	Every Week	Never

Time frames with names in black and without the option to edit or delete are time frames created at the domain (organization) level that are available to all users. You can only edit the time frames with a blue name that you created. If you need domain level Time Frames changed contact your Office Manager.

Notice that the time frame in blue can be edited by the user because it was created by the user.

Time Frames	
Name ▲	Owner
Admin Sick	Domain
After Hours	Domain
Away Hours	217

## Adding Time Frames

1. To create a time frame, click on the Add Time Frame button and the *Add a Timeframe* window will appear.

The time frame tabs that appear will differ depending on which option is selected under “When”.

**Add a Time Frame**

Type: **Holidays** | Observed Holidays

Name:  Note: Name cannot be changed

When:

- Always
- Days of the Week
- Specific Dates
- Holidays**
- Custom

Cancel Next

2. Enter Name: The Name field allows you to give the Time Frame a name that will help identify the time frame. The name cannot be changed once the rule has been created. If you want to change the name, delete the rule and recreate it with the new name.
3. Choose one option under “when”, which is when the time frame should be in effect:
  - **Always** - This option makes the time frame always in effect. 24 hours a day 7.
  - **Days of the week and times** - Allows you to select specific days of the week and the hours in the day you want the time frame to take effect. When selecting this option, the days of the week appear with a check box that allows you to select which days you would like the time frame active. Once a day of the week is selected, enter the start time and end time. There is also a hidden "Copy to All" button that appears when you hover over to the right of the green plus button. Its function is to copy one day's values to all of the other days of the week to save time selecting the same times again and again.

Days of the week	Start Time	End Time	Action
<input checked="" type="checkbox"/> Sunday	8:00 am	5:00 pm	+ Copy to all
<input checked="" type="checkbox"/> Monday	8:00 am	5:00 pm	+ ↑
<input checked="" type="checkbox"/> Tuesday	8:00 am	5:00 pm	+ ↑

- **Specific dates** - This option will allow you to configure a time frame to be in effect for specific dates and times.
  - When clicking the *From* or *To* date fields a calendar will appear. Select the end date you would like the time frame to start and stop.

**Add a Time Frame** [Close]

Type: **Specific Dates**

Add specific dates with optional recurrence.

Specific dates: 05/30/2025 12:00 am to 05/30/2025 11:59 pm [Add]

Recurrence: [Empty]

May 2025

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Cancel Back Save

- Click in the time fields so you can configure your time frames to start and stop certain hours on the selected dates.

**Add a Time Frame** [Close]

Type: **Specific Dates**

Add specific dates with optional recurrence.

Specific dates: 05/30/2025 12:00 am to 05/30/2025 11:59 pm [Add]

Recurrence: Does not recur

12:00 am  
12:15 am  
12:30 am  
12:45 am  
1:00 am  
1:15 am

Cancel Back Save

- Clicking the blue plus sign will allow you to add more date ranges for the time frame to be in effect. Click Save when finished.

**Add a Time Frame** [Close]

Type: **Specific Dates**

Add specific dates with optional recurrence.

Specific dates: mm/dd/yyyy hh:mm am to mm/dd/yyyy hh:mm am [Add]

05/24/2025 12:00 am to 05/25/2025 11:59 pm [Remove]

Recurrence: Does not recur

Cancel Back Save

- **Holidays:** select from a list of local and international holidays with an optional choice to recur.

- **Custom:** this selection can combine days of the week, specific dates, and holidays all together to suit any time frame need. Each new date entry will display in its own row, even if multiple dates were added at the same time.

- **Recurrence** - If recurrence was selected for when the time frame will occur, then that recurrence option displays here.

- **Ends On** - This is when the time frame ends. The time frame should repeat until the specified end date.

### Edit Time Frame

To edit a time frame click the pencil shaped edit icon to the right of the time frame. You can edit the When options however not the name. If you would like to rename the time frame, delete it and create a new plan.

Time Frames					
<a href="#">Add Time Frame</a>					
Name ▲	Owner	When	Recurrence	Ends On	
Admin Sick	Domain	Always ⓘ	None	Never	
After Hours	Domain	Days of the Week ⓘ	Every Week	Never	
Away Hours	217	Days of the Week ⓘ	Every Week	Never	
Cloud After Hours	Domain	Days of the Week ⓘ	Every Week	Never	

### Delete Time Frame

To delete a time frame click the delete icon.

Time Frames					
<a href="#">Add Time Frame</a>					
Name ▲	Owner	When	Recurrence	Ends On	
Admin Sick	Domain	Always ⓘ	None	Never	
After Hours	Domain	Days of the Week ⓘ	Every Week	Never	
Away Hours	217	Days of the Week ⓘ	Every Week	Never	
Cloud After Hours	Domain	Days of the Week ⓘ	Every Week	Never	

# Phones

The Phones icon will take you to your phone center where all registered devices to your account are listed.

Name	Device Type	IP Address	MAC Address	Line	
✓ 217wp	ESI Webphone 42.2.1 (Chrome 114.0.0.0)	47. [REDACTED]	-	-	✗
✓ 217i	eGo2	165. [REDACTED]	DF: [REDACTED]	1	✗
✗ 217	Estech ePhone8 2.6.2.2	47. [REDACTED]	00: [REDACTED]	1	✗

- Green icon - the device means the device is registered and will be able to send and receive calls without issue.
- Red icon - the device is unregistered. This could be caused because the device is a softphone and currently turned off. Or the phone system is unable to communicate with the device.

To the right of the status indicator is the name of the device, followed by device type, the manufacturer and model number of the device, the IP address the device is registered at, the MAC address of the device. Then the line number the device has the extension number displayed.

## Device Name Lettering Format

You will notice that there are letters next to the extension name. These letters have a specific meaning as described below. There are areas of programming and options discussed in this document that allow you to use specific devices. For example instead of generically referring to all extension 1000's devices you may want to target just the Webphone. Therefore in those fields you would enter 1000wp.

Letter	Meaning	Example
no letter	Primary desktop phone of the extension	1000
a	Secondary desktop phone on extension	1000a
b	Tertiary (3 <sup>rd</sup> ) desktop phone of the extension	1000b
c	Owned conference bridge	1000c
i	ePhoneGO 2 iOS	1000i
n	ePhoneGO 2 Android	1000n
t	eTeams client	1000t
ta	ePhoneGO 2 (tablet) Android	1000ta
ti	ePhoneGO2 (tablet) iOS	1000ti
wp	ESI Webphone	1000wp

Some device types are automatically created by the system, such as ePhoneGO 2 and Webphone. Once those types are devices are accessed/used for the first time the system automatically populate the extension with letters. Therefore there is no need to manually create the extension letter.

**Note:** The m, ma and mi extensions should be deleted, if they still exist, as those applications are no longer in production or supported by ESI.

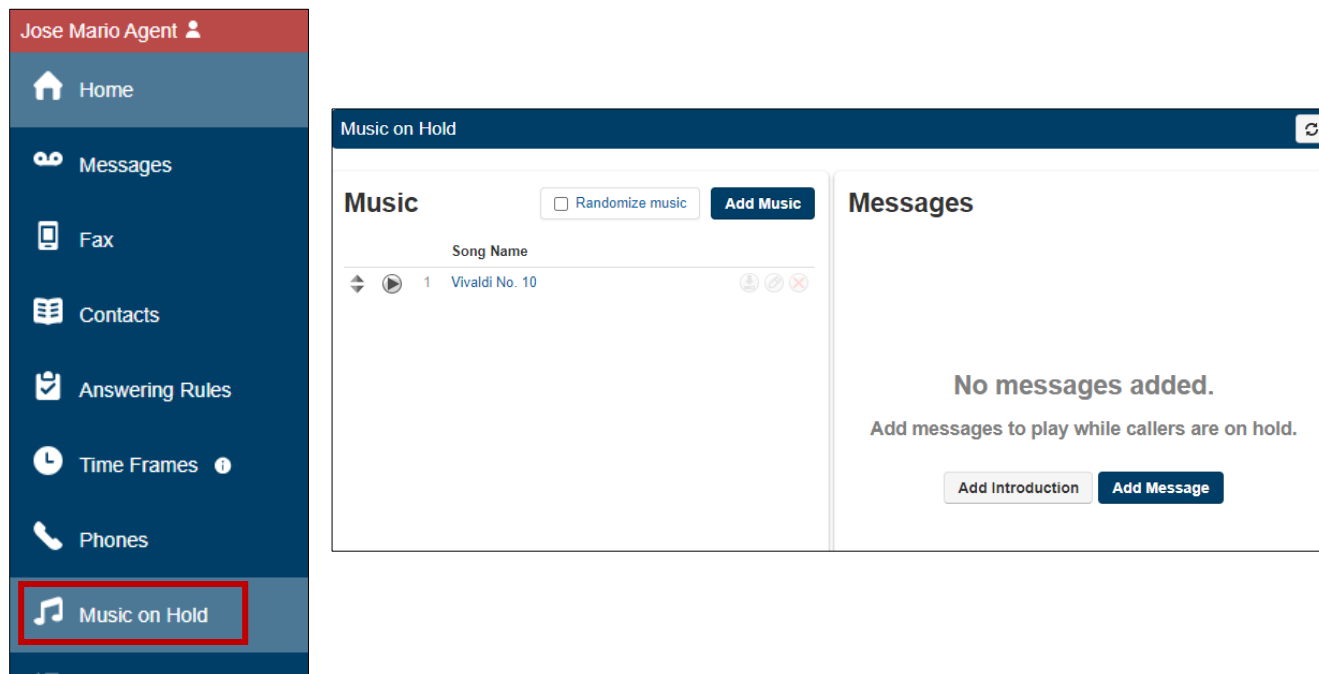
**Note:** Users may see "Acrobits SIPIS" under Device Type but this is actually the mobile app ePhoneGO 2. Here's why that happens. ePhoneGO 2 needs to maintain a live registration with eCloud at all times so that incoming calls or messages can be delivered to the mobile device. In order to avoid using up battery life of the mobile device, the mobile app, "hands over" the keep alive mechanism to servers in ESI's network, when the application is closed in the mobile device. Servers in ESI's network then keep the registration alive on behalf of the mobile device. During this time, the name of those servers appear under Device Type in this panel. When the mobile app is owned by the user, or an incoming call or message arrives for that extension, the servers hand over the registration process to the ePhoneGO 2

app while the application is open in the mobile device. During that time the Device Type for the mobile app will display the name of the application, the software build being used and the operating system of mobile device (something like ESI ePhoneGO 2 / 21.1.5 (build 1955986; Android 13).

## Music on Hold (MOH)

Most eCloud seat types have access to the end-user level Music-on-Hold (MOH) feature, which allows you to select your own music that plays when you put a caller on hold. If you do not see this selection please contact your system administrator.

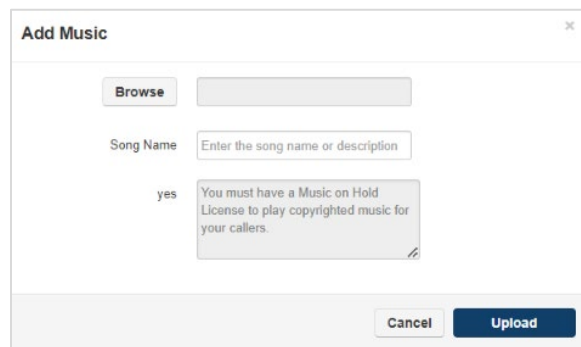
To access this feature login to eConsole and in the main menu choose Music on Hold



### Adding Music

1. In the left panel choose Add Music button.
2. Upload the desired M P3 or WAV file.

**Warning:** It is your responsibility to obtain a Music on Hold License to play copyrighted music for your callers.

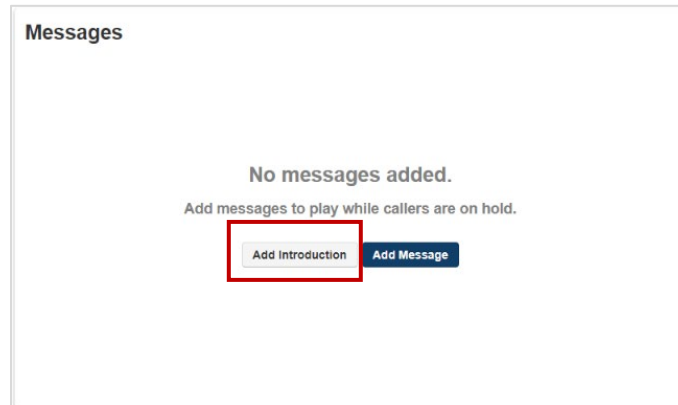


## Adding an Introduction Message

An introduction message plays to the caller before the caller begins to hear music.

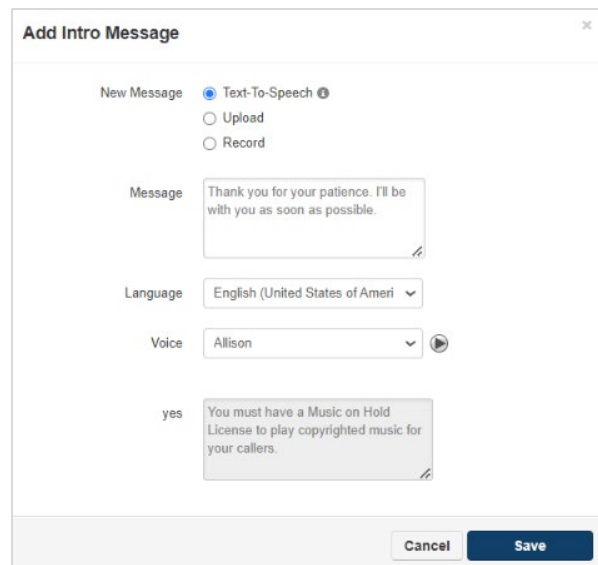
To define a new Introduction message,

1. Click on the Add Introduction button, which will present the Add Intro Message pop up window.



2. Here you can define the contents of the introductory message, using Text-to-Speech, uploading a recording from your computer, or live recording the contents of the message from your ESI phone.

- a. In the example to the right, the Text-to-Speech option is used. Type the contents of the Introduction Message, select the desired language, and then select the voice you want to use. You can hear the message by clicking the "Play" icon. Once you're satisfied with the message, click the "Save" button.

A screenshot of a dialog box titled "Add Intro Message". It has a close button (X) in the top right corner. The "New Message" section has three radio buttons: "Text-To-Speech" (selected), "Upload", and "Record". Below this is a text area for the "Message" with the text "Thank you for your patience. I'll be with you as soon as possible." and a play icon. The "Language" dropdown is set to "English (United States of Ameri)". The "Voice" dropdown is set to "Allison" and has a play icon. At the bottom, there is a "yes" section with a text area containing "You must have a Music on Hold License to play copyrighted music for your callers." and a play icon. At the very bottom are "Cancel" and "Save" buttons.

3. Once you have saved the message, it will appear in the list of messages with an indication of its duration in seconds and the size of the recording in KiloBytes (KB).

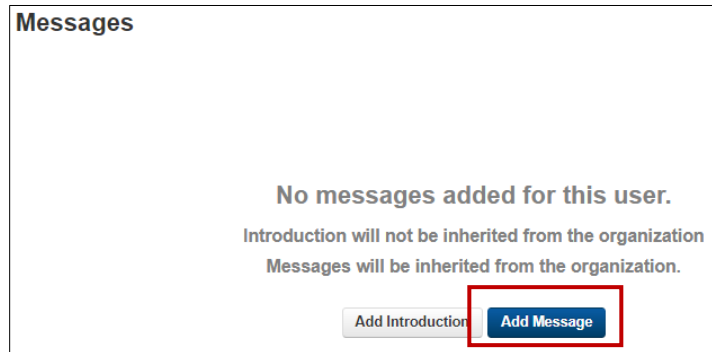
You can only have one Introduction message.



## Adding a Comfort Message

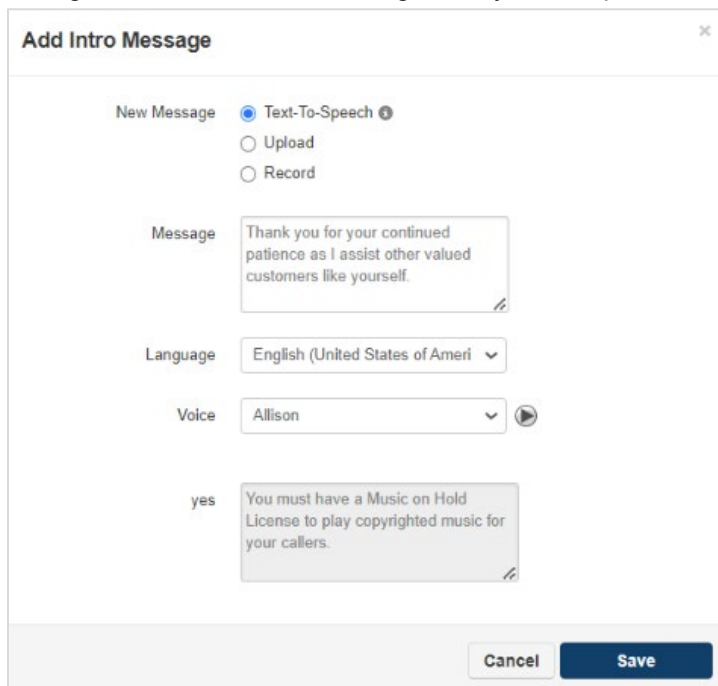
A comfort message is a message that plays during the music to give comfort and assurance to the caller that they are not forgotten or somehow lost in hold limbo.

1. Click the Add Message button, which will present a pop up window.

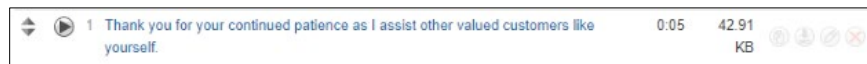


2. Here you can define the contents of the introductory message, using Text-to-Speech, uploading a recording from your computer, or live recording the contents of the message from your ESI phone.

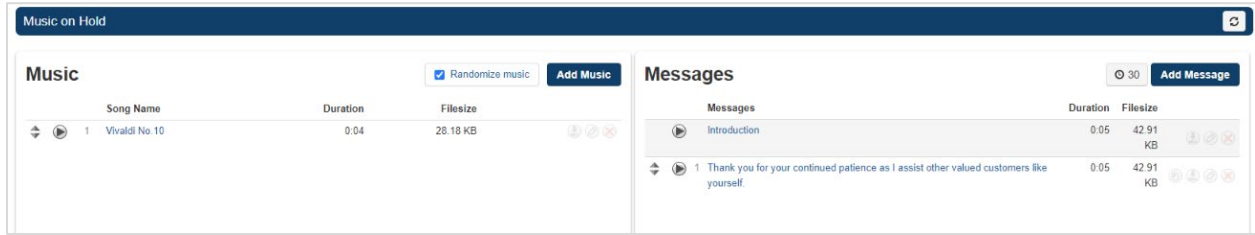
- a. In the example to the right, the Text-to-Speech option is used. Type the contents of the Introduction Message, select the desired language, and then select the voice you want to use. You can hear the message by clicking the "Play" icon. Once you're satisfied with the message, click the "Save" button.



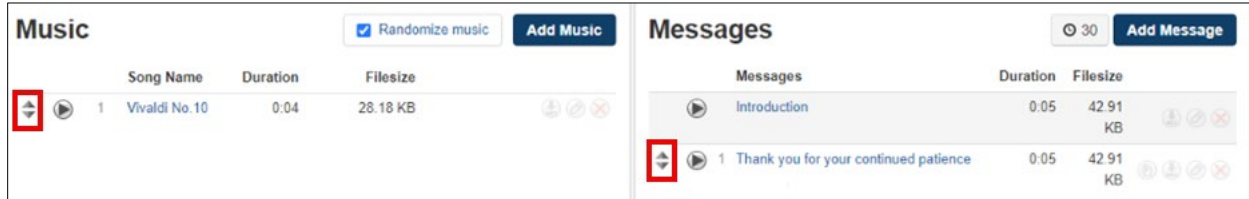
3. Once you have saved the message, it will appear in the list of messages with an indication of its duration in seconds and the size of the recording in KiloBytes (KB)



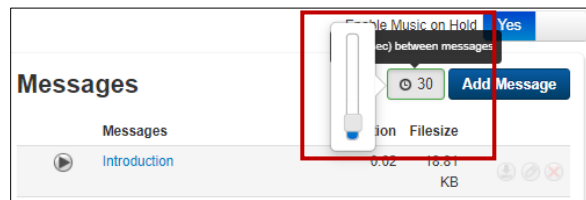
You should now be able to see what music, Introduction message and Comfort message(s) are available for the user.



If you define multiple comfort messages you can change the order in which they will play while the caller is on hold using the drag icon to the left of each message.

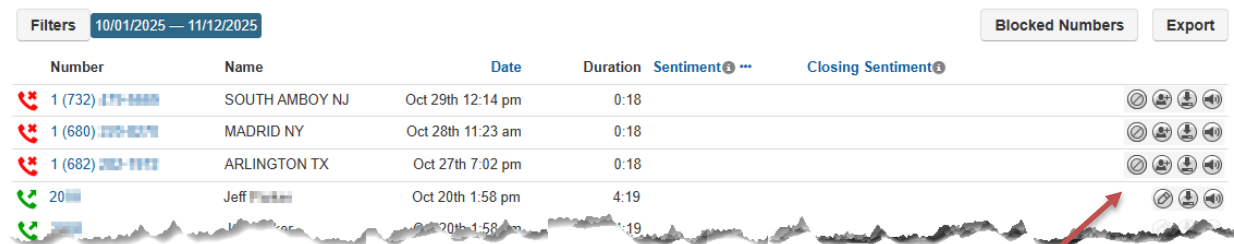


The interval at which comfort messages will interrupt the MOH and play themselves, is controlled by the slider to the left of the "Add Message" button. The default value is 30 seconds.



## Call History

The Call History icon will take you to the Call History page where you will see the calls made to and from your account for the specified date range.



The screenshot shows a call history table with columns: Number, Name, Date, Duration, Sentiment, and Closing Sentiment. There are buttons for 'Filters', 'Blocked Numbers', and 'Export'. A red arrow points to the quick links icons on the right side of the table rows.

Number	Name	Date	Duration	Sentiment	Closing Sentiment	Quick Links
1 (732) [REDACTED]	SOUTH AMBOY NJ	Oct 29th 12:14 pm	0:18			[Icons]
1 (680) [REDACTED]	MADRID NY	Oct 28th 11:23 am	0:18			[Icons]
1 (682) [REDACTED]	ARLINGTON TX	Oct 27th 7:02 pm	0:18			[Icons]
20 [REDACTED]	Jeff [REDACTED]	Oct 20th 1:58 pm	4:19			[Icons]

## Quick links

To the far right of a phone number in call history you will see a row of quick links. The number of quick links available depends on the eConsole seat type.

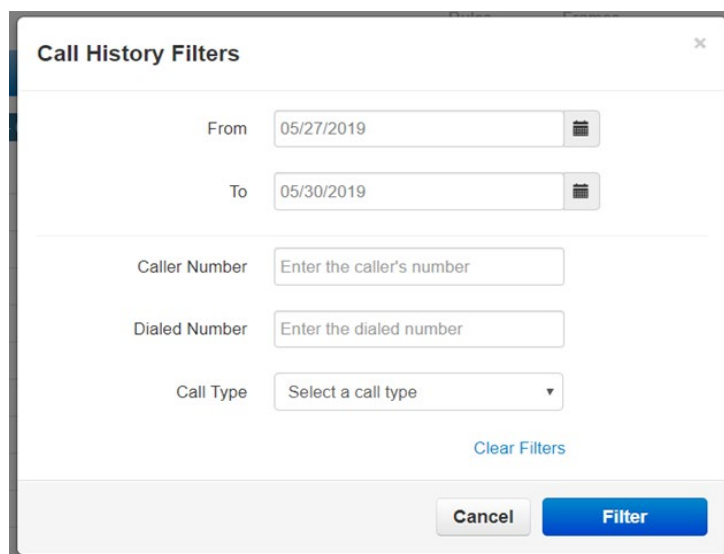
In order from left to right:

- Block Number: This allows you to block/unblock phone numbers
- Add to Contacts: This will allow you to add the caller to your contacts.
- Download: If available, this icon will download the call's recording
- Listen: If the call was recorded, this icon will open an audio player on screen.
- Edit: This is the icon that looks like a pencil that allows you to edit a contact in call history.

## Call History Filters

To filter the call log list click the Filters button, which will present a popup window.

Here's a brief explanation of the filter criteria:



The screenshot shows a 'Call History Filters' popup window with the following fields:

- From: 05/27/2019 (with a calendar icon)
- To: 05/30/2019 (with a calendar icon)
- Caller Number: Enter the caller's number
- Dialed Number: Enter the dialed number
- Call Type: Select a call type (dropdown menu)
- Clear Filters (button)
- Cancel (button)
- Filter (button)


- Date range – manually enter the date range or click on the calendar icon to visually pick a date. Call history goes back 90 days.
- Caller Number – enter the number of the person who called you.
- Dialed Number – enter the number you dialed.
- Call Type - choose from inbound, outbound or missed call type.


## Calls Displayed


Clicking the Filter button will then display the calls that match the filter criteria.

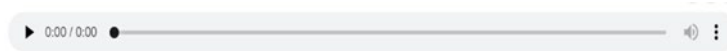
- Green – an outbound call
- Red – the incoming call was not answered.
- Blue - an inbound call was answered
- Blue dots - the call was on a conference bridge

You can set the Call History to display 15, 25, 50, and 100 calls per page.

You can add a call to your contacts by clicking the Edit Icon  next to the call which will display the contact information fields.

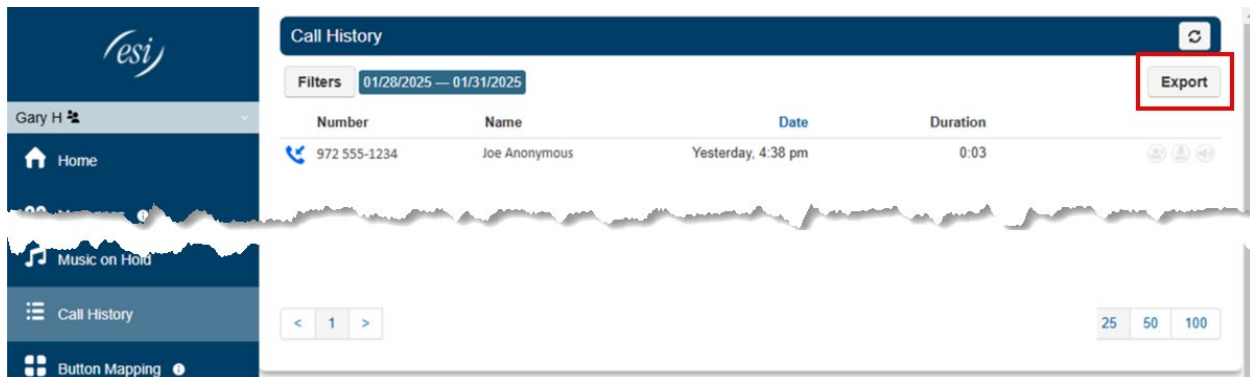
You can download the call by clicking the Download icon  if call recording is enabled for your profile, device, or if the call was from a queue configured to record calls.

If you'd like to listen to the call without downloading the call you can click the listen icon  which will open a media player right in your browser.



## Exporting Call History

The Export icon on the Call History page allows you to download the call history into a csv (ie: comma separated values) file that can be opened in any spreadsheet application such as Excel or Apache Open Office.



Number	Name	Date	Duration
972 555-1234	Joe Anonymous	Yesterday, 4:38 pm	0:03

Call History for a user will have the following:

- Call Begin: The time the call was made.
- Direction: Denotes if the call was inbound or outbound.
- Name: The name of the call originator.
- Number: The number of the call originator.
- Duration: Elapsed time of the call.

	A	B	C	D	E
1					
2	Call Begin	Direction	Name	Number	Duration
3	Thu, Jan 30th 2025, 4:38pm	Inbound	Joe Anonymous	(972) 555-1234	0:00:03

You may see a letter at the end of the number. This indicates a different device (i.e. WP = webphone)

See [Device Name Lettering Format](#) table for more information.

The amount of Call History detail (also known as Call Detail Records or CDR) will vary depending on the eConsole seat type.

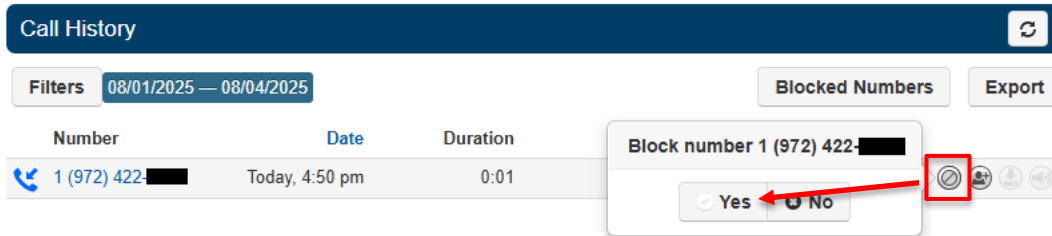
# Call Blocking

## Blocking Numbers from Call History

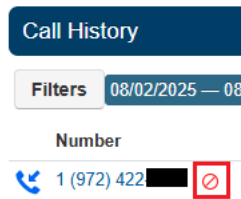
You can block/unblock a phone number from call history.

### Block Phone Number

In Call History, click the block number icon and select Yes.

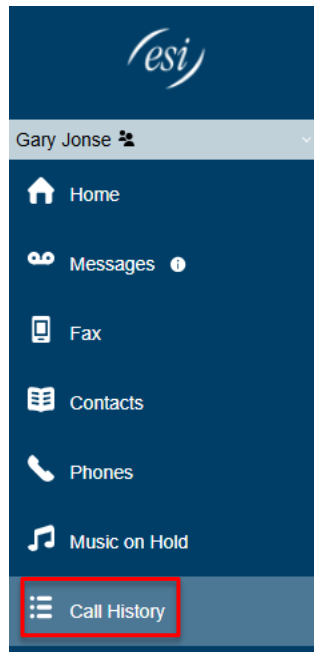


You will see a blocked symbol appear next to the number.

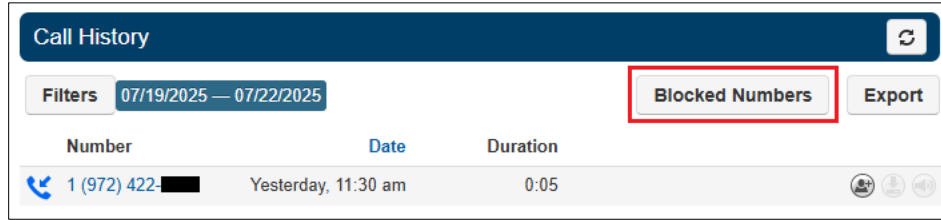


Alternatively, you can block phone numbers in call history by doing the following:

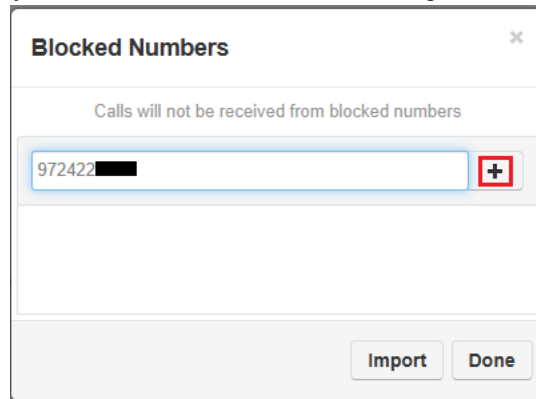
1. Select Call History from the menu



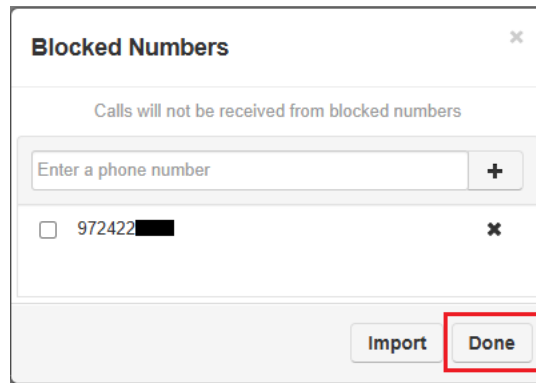
2. Click Blocked Numbers



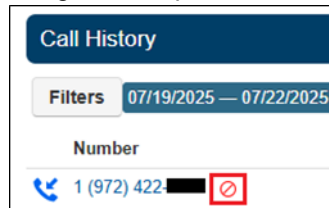
3. Type the number that you want to block and click the + sign



4. The number is now listed. Click Done

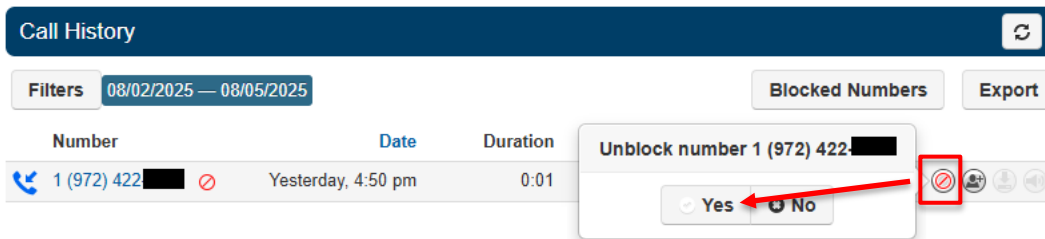


5. A block symbol will appear to the right of the phone number that was blocked

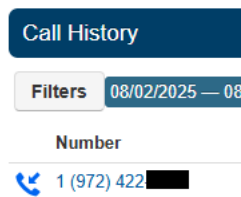


## Unblock Phone Number

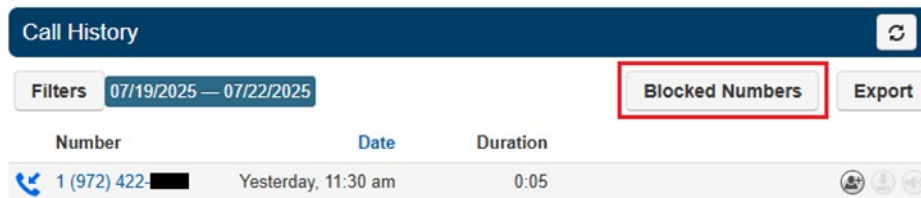
To unblock a number, click the block number symbol to the far right of the number and select Yes.



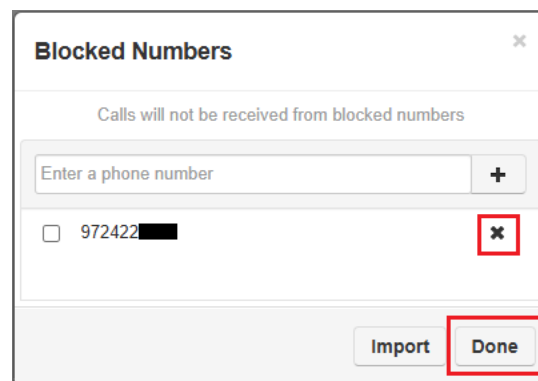
You will see that the block symbol no longer appears next to the number.



Alternatively, to unblock a number, click Blocked Numbers



and simply click the X next to the right of the number and click Done.



## Blocking Numbers from Answering Rules

### Allow and Block Phone numbers

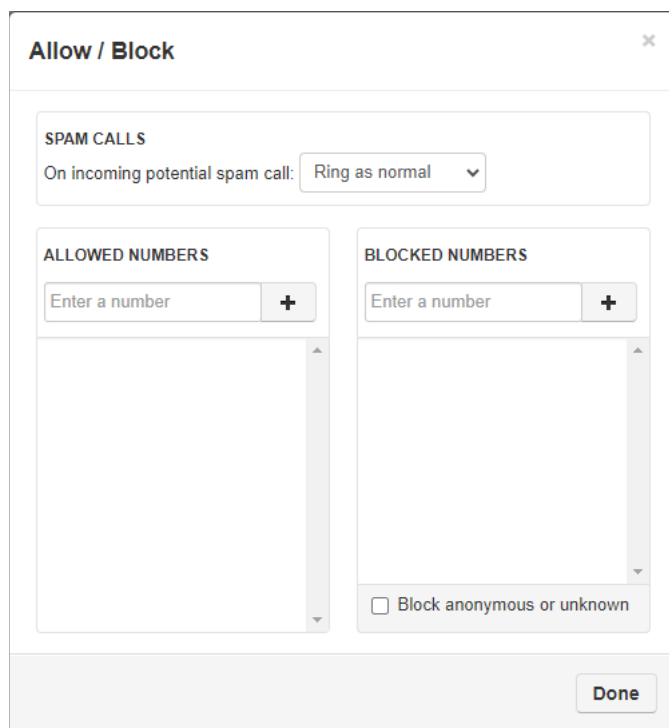
Under Answering Rules in the upper right corner you will see the Allow/Block button, where you can enter certain phone numbers to allow or prevent from reaching you. Clicking the Allow/Block button will open the Allow/Block window.

On the left are the allowed numbers. This allows you to add numbers that are blocked by the domain (ESI eCloud Private Branch Exchange) so you can still receive calls from that user.

Phone numbers added to Allowed Numbers will also let the call bypass Call Screening. If you have Call Screening enabled in an answering rule but want certain phone numbers to not have to record their name when calling you, add them to the allow field. Then when that number calls you, they will be sent directly to you and not have to record their name first like other callers not listed.

Blocked Numbers allows you to add phone numbers you do not want to be able to reach you.

To add a phone number to Allow or Block, simply enter the number into the respective field and click the plus sign to add the phone number.



### Block anonymous or unknown

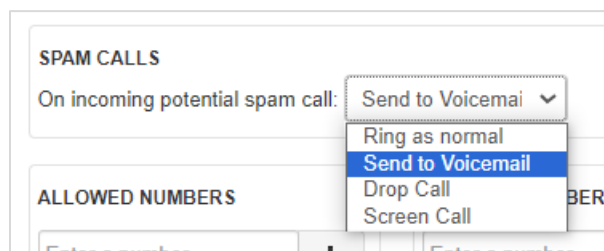
You can block all anonymous or unknown callers by clicking the check box next to *Block anonymous or unknown*.

### SPAM Calls

Phone carriers and telephony service providers have more tools than ever to identify SPAM calls. Therefore selecting one of the settings below could save you time and frustration on undesired calls.

You can select to have SPAM calls managed separately by,

- Ring as normal – will treat the call not differently than a non-SPAM call.
- Send to voicemail – will automatically send calls identified as SPAM to your voice mail.
- Drop call – will automatically disconnect from the caller without you having to answer.
- Screen call – will allow you to screen the call before answering.

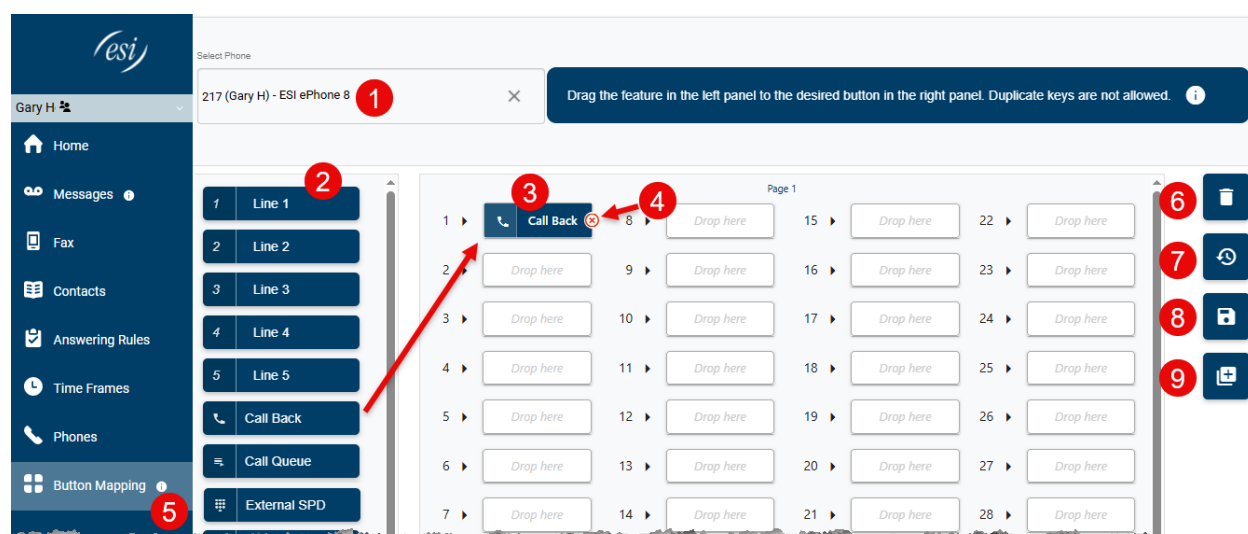


# Button Mapping

Click on Button Mapping to configure your deskphone buttons. Button layout will vary by phone model.

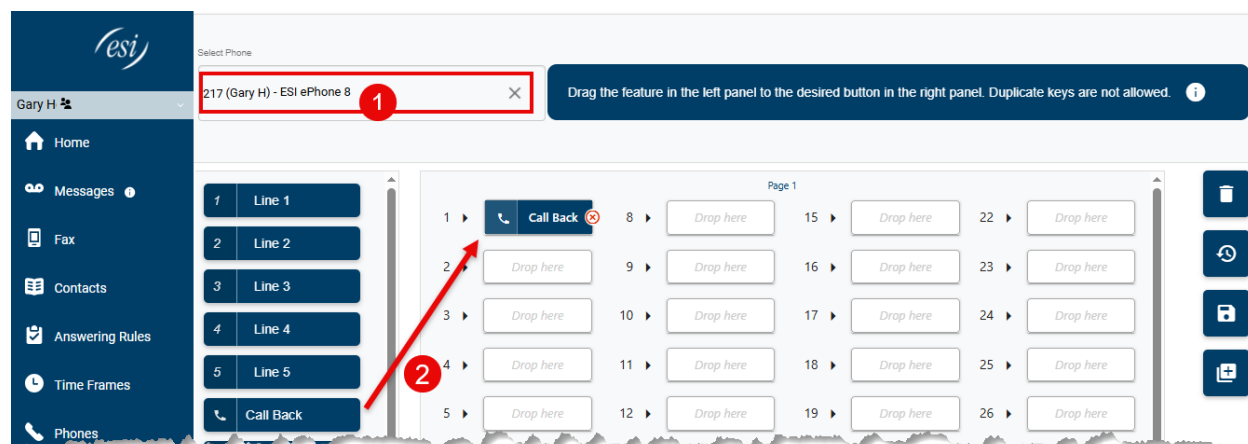
## Button Mapping Screen Layout

1. Select the phone model that you have.
2. List of buttons from which to choose.
3. Selected buttons that will appear on your phone.
4. Click the delete icon that appears to the right of the button to delete the button.
5. Click the information icon to be taken to a button programming video tutorial.
6. To delete all configured buttons click the Clear All button to the right of the screen.
7. To undo a recent change to a button click the Revert Changes button to the right of the screen.
8. To save changes click the Save Changes button to the right of the screen.
9. To program a group of phones at once refer to the Bulk Button Mapping instructions in the [eCloud Office Manager's Guide](#) in the [Resource Library](#).



## Program a Button

1. Select a phone from the drop down list at the upper left of the screen.
2. Drag a button from the list of blue buttons on the left to an empty slot on the right.



Button names and descriptions.

Button Name	Full name	Description
Line [line number]	Line number	A line key is used to designate an individual line on a phone. It represents a physical line, and also shows the status of your extension or group that your extension is part of.
Call Queue	Call Queue	This feature is used to route callers into a holding queue for people or departments in your organization who can help the caller with their particular issue or question.
Call Back	Call Back	Call Back allows you to call back the person who last called your extension.
External SPD	External Speed Dial	This feature lets you enter frequently dialed 10-digit external numbers into memory so you can place the call through the press of one button.
MCAST Page	Multicast Page	The feature allows you to page other devices on your local network. Enter your MCAST Page sending IP Address and port number (Example: 226.45.30.30:1911). Multiple MCAST Page keys can be assigned to page different zones. Please contact your IT department for your MCAST Page Sending and Listening IP Addresses.
Park Retrieval	Park Retrieval	You can retrieve a parked call with this feature. Example: If the button is programmed for Park 10 and there is a call on Park 10, you can press the button to retrieve the parked call.
Private	Private	This feature blocks your caller id information, which allows you to anonymously call an outside number.
Log I/O	Log In/Out	This allows you to log in and out of a queue of which you are a part. Press the key once to be unavailable to receive calls from the queue. Press the key again to be available to receive calls from the queue.
Internal SPD	Internal Speed Dial	An internal speed dial button allows you to assign frequently dialed internal extension numbers—such as coworkers—to a single button for quick access. Enabling Make Video Call will initiate a video call when the button is pressed. This option is especially useful when assigning an Internal SPD button to a Video Access Device, allowing you to see who is at the device before granting access. Video call is supported on ePhone4x (v2), ePhone8, ePhoneX and ePhoneX-1.
DND	Do Not Disturb	This feature allows you to place your phone in Do Not Disturb mode. When in DND, calls will go to voicemail.
FWD	Forward	Call Forward allows you to forward a call to another extension when you are unavailable. Press the forward key then set up call forwarding options.
Intercom	Intercom	The Intercom feature allows you to instantly connect to other users within your office. Intercom functionality is ideal for announcing visitors or asking a quick question. Simply press the intercom key then dial another user's extension.

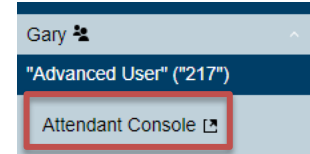
Park Call	Park Call	Call Park allows you to place a call on hold that can be picked up from any other station that shares the park number. Example: If you place a call on Park 10, other extensions can pick up the call from Park 10.
Call Pickup	Call Pickup	Call pickup allows you to answer a call ringing at another station. Simply select the Call Pickup key then dial the ringing extension number.
Record	Record	This feature allows a user to record a call. Press the button once to start recording, press the button again to stop recording.
Trsf VM	Transfer VoiceMail	Trsf VM (ie: voicemail) feature allow you to transfer an active call directly into someone's VM Box. Simply press the Trsf VM key, Dial Destination or Press Internal Speed Dial key, then press XFER Softkey.
Rec Pause/Resume	Record Pause/Resume	The Rec Pause/Resume button allows active call recording to be paused and resumed during the call.

# eConsole Special Features

The various options shown in the light blue, left navigation menu are discussed in this section.

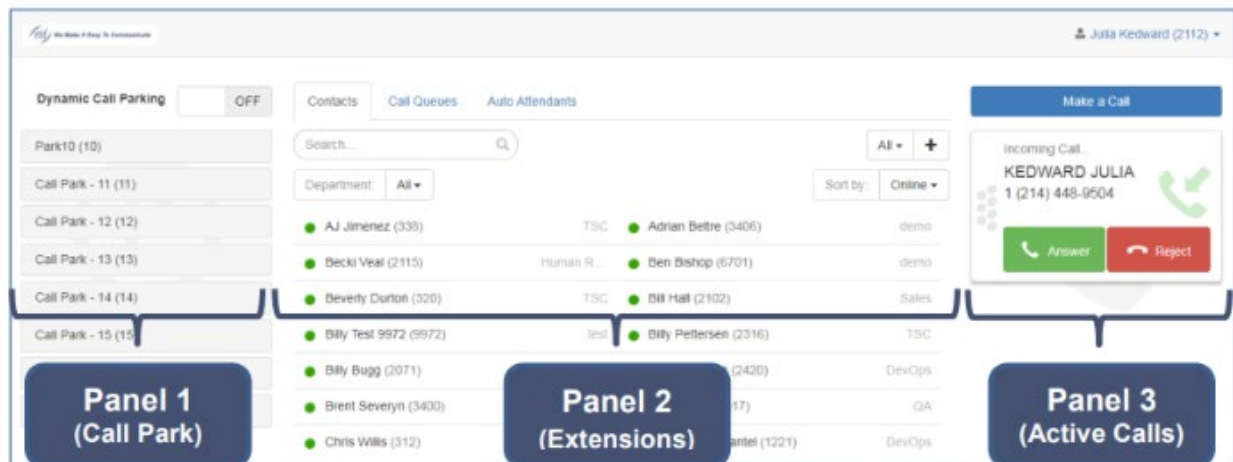
## Attendant Console

To access the PC Attendant Console select this option in the light blue menu under your name. Following is a brief view of the Attendant Console. For instructions on the Attendant Console, please refer to the [Web Attendant Console User's Guide](#) found on the ESI [Resource Library](#).



The interface consists of 3 panels:

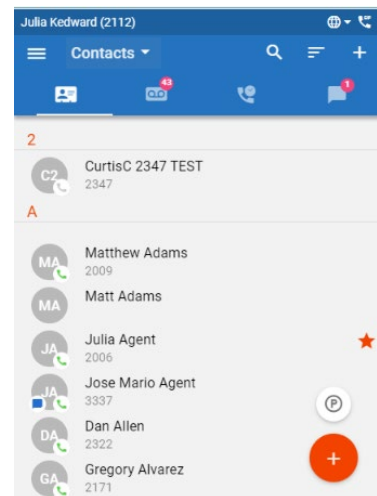
1. **Call Park** – Shows calls that are currently parked and call parks if dynamic call parking is disabled.
2. **Extensions** – By default this will show system users. However there are additional tabs to view queues, and auto attendants.
3. **Active Calls** – This allows the user to make new calls and manage incoming calls.



## ESI Webphone

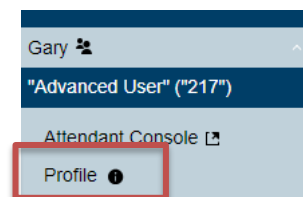
To access the Webphone select the ESI Webphone icon in the light blue menu under your name. The Webphone will open in a separate window. If you'd like the Webphone to open in a new Chrome tab, right-click on the Webphone in the menu and choose "Open in new Tab". Below is a simple view of the Webphone along with a list of features. For instructions on the Webphone, please refer to the [Webphone User's Guide](#) found on the ESI [Resource Library](#).

- View contacts
- View call history
- Listen to voicemails
- View chats & texts
- Manage answering rules
- Create Greetings
- Edit settings



## Profile

The Profile contains some important settings for your extension. To access your Profile select this option in the light blue menu under your name.



### List in Directory

The List in Directory options controls if your extension is listed in the Attendant Console Contacts.

### Caller ID Information

The Caller ID Information section allows you edit your area code that will be in your Caller ID and appended when only dialing 7 digits on outbound calls. You cannot edit your Caller ID or 911 Caller ID. If you need that changed contact your officer manager.

### Change Account Security

The Change Account Security section in the profile windows allows you to manage your passwords and email settings for your account.

- Email Address - The Email Address field is where you configure your email address you would like to receive notification from. You can add more than 1 email address by clicking the green plus sign next to the email address field.
- Single Sign-On - [Single Sign-On](#) (SSO) is an authentication scheme that provides cloud users with alternative means (credentials) to login to the eConsole applications. Users can now use their Google or Microsoft 365 credentials to log in. SSO will not replace the existing means of logging in to the applications mentioned above, but is an alternative method for users that prefer to manage fewer user IDs and passwords.
- New Password - The Password field allows you to configure your account with a new Manager Dashboard password used to log in with. Below is the Confirm Password field which requires you to enter the new password a second time for verification.

A screenshot of the 'Profile' settings page. The page is titled 'Profile' and has a right arrow icon. It contains several sections:

- Personal Information:** First Name (Gary), Last Name (H), Timezone (US/Central).
- Directory Options:** Announce in Audio Directory (unchecked), List in Directory (checked).
- Caller ID Information:** Area Code (972), Caller ID (19724229700), Emergency Caller ID (1972755). A note says 'You cannot edit your Emergency Caller ID'.
- Change Account Security:** Email Address(es) (gh@esi-estech.com), Single Sign-On (Google and Microsoft 365 options), New Password, Confirm New Password (with a note: 'Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s)'), Current Password (with a note: 'Your current password is required to update your email address or security information.').
- Change Voicemail PIN:** New PIN (\*\*\*\*), with a note: 'Minimum length of 4 characters.'

At the bottom right, there are 'Cancel' and 'Save' buttons.

- Current Password - The Current Password field is required to be filled out with your current password if any changes are made to any of the Change Account Security options.

## Change Voicemail PIN

**As of June 1, 2026 you can no longer use your voice mail PIN as your eConsole Dashboard login password. The voice mail PIN will also change from 4 to 6 digits in length. After 6/1/26 you will not be forced out of your voice mail box when accessing it from your iPhone but you are strongly encouraged to update your PIN for better account security.**

The Change Voicemail PIN option allows you to change the 6-digit numeric password used to check voicemail messages over the phone. The voicemail PIN is not the same as the eConsole Dashboard login password.

Voice Mail PIN requirements are as follows:

- Length: 6 numbers
- No letters or special characters
- The following cannot be used in your password:
  - Your extension number. For example, if your extension is 1001, your password cannot be 100198, 121001, 910019, etc.
  - Consecutive numbers. For example 100000, 111111, 121212, 123123, 123456, 654321 and so on.

## Log Out

Back on the homepage is the Log Out option which will log you out of the eConsole Dashboard and take you back to the login page.

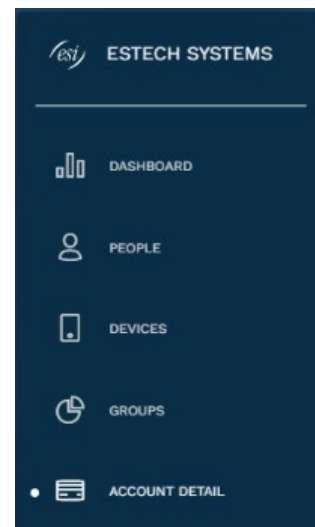
## eHelp

Click eHelp to go to the [ESI Resource Library](#), which is a public web page containing ESI's documentation and help videos.

## Access Dashboard

Click Access Dashboard to open a new tab for managing ESI Access Devices.

Here you can manage and view the activity of your access Devices and People as well as create time plans (schedules). For details on the Access Dashboard, see document 0455-0288 [Access Dashboard User's Guide](#) found on the [ESI Resource Library](#).



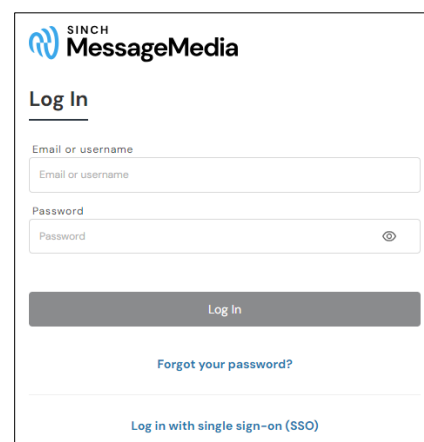
## SMS Campaigns

SMS campaigns are a powerful way for businesses to communicate with their consumers. This is an optional service that ESI offers to small businesses.

If your company has subscribed to the SMS campaigns service and you are one of the SMS campaigns administrators for your company, clicking on SMS Campaigns will open a new tab to the MessageMedia web page where you can then log in with your MessageMedia credentials.

Please check out [MessageMedia](#) for more information about SMS Campaigns.

Note that one MessageMedia SMS/MMS text message consists of 160 characters. A text over the 160 character limit will incur an additional fee.



## Report an Issue

Click on Report an Issue to open a troubleshoot ticket with ESI Support.

## Enhanced Call Security

With the proliferation of Voice over IP (VoIP) systems, eavesdroppers have come up with new ways to listen in on private conversations. Because VoIP communications are digital, they rely on software and data networks to facilitate voice exchanges, making them susceptible to many of the same types of threats found in other digital systems. Someone who hacks into a VoIP network can use a protocol analyzer to intercept and record phone conversations without callers knowing.

Those customers that have particular concerns about the confidentiality of the calls between their users, such as banks, medical, and legal businesses, would benefit from this optional feature.

Concerns about the security of calls via the public Internet have been addressed by encryption of the of the call components for secure transmission. TLS (Transport Layer Security) is the top and most powerful transport layer that protects your VoIP calls from hackers and eavesdropping attacks.

TLS helps safeguard your SIP (ie: Session Initiation Protocol) voice in the following ways:

- **Encryption:** Calls are transmitted over the internet using ciphertext (a random string of text) to shield data from unauthorized sources.
- **Authentication:** Process of authenticating parties exchanging calls and messaging.
- **Verification:** Process of verifying that call data wasn't compromised and a secure SIP delivery took place.

The SRTP (Secure Real-Time Transport Protocol) is a security profile for RTP that adds confidentiality, message authentication, and replay protection to that protocol. Once the TLS session is established, the SIP session will now take place where the negotiation of media will also be handled. Note that, with SRTP, the encryption parameters for the RTP are contained within the SIP signaling (which is why TLS should be used for SIP in the first place). SRTP therefore encrypts the call's payload.

In the initial session initiation of a call, one of the first checks done is if both endpoints involved in the call support TLS. If one of them does not, then the call is completed as usual and therefore the call is not encrypted.

ESI offers today the Enhanced Call Security for all our endpoints (desk phones and the *ePhoneGO 2™* mobile app.) utilizing TLS and SRTP. This is an optional feature that can be enabled across an entire domain. Please contact ESI Sales for details - <https://www.esi-estech.com/contact-us>.

Notice that the ESI Webphone uses HTTPS (web security protocol), not TLS/SRTP and is therefore not associated with the Enhanced Call Security feature.

**Important Note:** Once the feature has been ordered and activated for a domain, for changes to take effect, desktop phones should be unplugged and plugged back in to update the phone.

*ESI ePhoneGO 2™* users must logout to reset the application, and then log back into the mobile app.

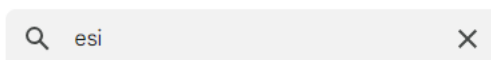
# ESI Click-to-Call Google Chrome extension

## What is ESI Click-to-Call

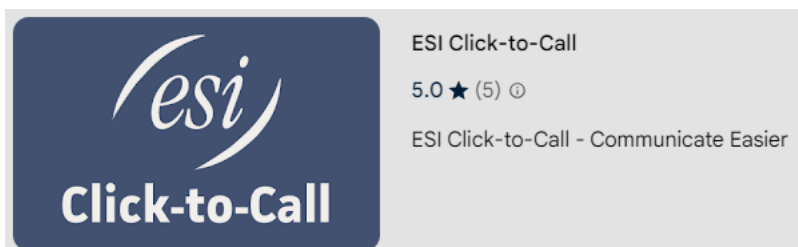
ESI Click-to-Call is a Google Chrome extension that allows users to initiate outgoing calls by clicking directly on phone numbers found in emails, websites, and most web-based CRMs.

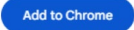
## Installing the Click-to-Call extension on Google Chrome

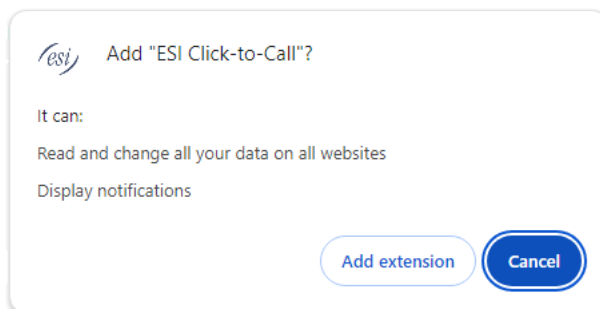
1. Open the Google Chrome web browser.
2. Go to the chrome web store <https://chromewebstore.google.com/?hl=en>
3. Type ESI into the search bar and press Enter.



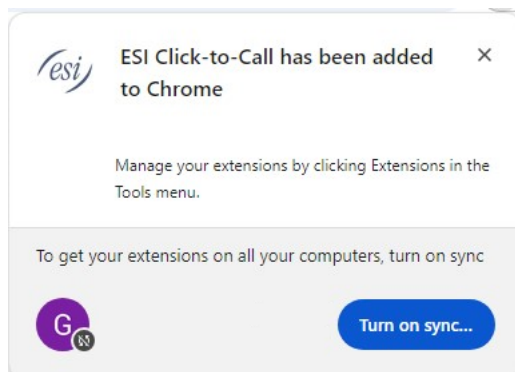
4. Select the ESI Click-to-Call extension.



5. Click Add to Chrome .
6. Chrome will ask if you want to add ESI Click-to-Call. Click Add extension.

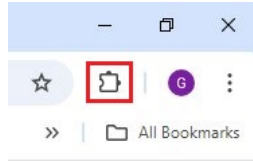


7. You will see a message that ESI Click-to-Call was added to Chrome.

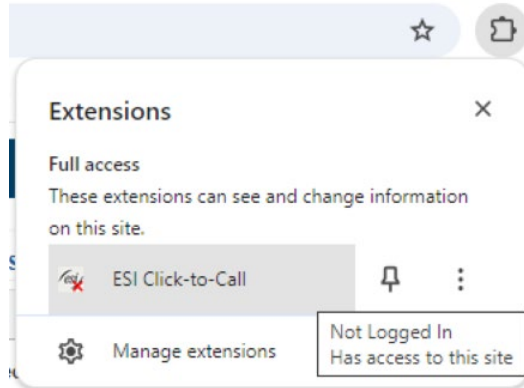


## Logging in

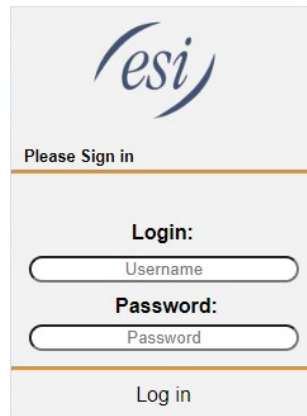
1. You will see an icon that looks like a puzzle piece in the top right corner of Google Chrome. Clicking on this icon will reveal all of the installed Google Chrome extensions. Click on it.




2. You will see a popup. If you hover the mouse pointer over ESI Click-to-Call you will see a message that you are not logged in.



3. Click on the ESI Click-to-Call extension and you will be presented with a login. Enter your ESI phone Username and Password and click Log in.

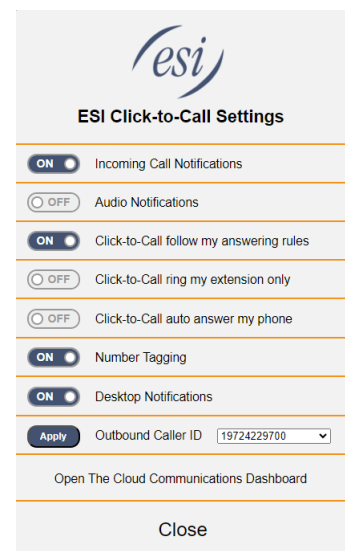
A screenshot of the ESI login form. At the top is the ESI logo. Below the logo is the text 'Please Sign in'. The form contains two input fields: 'Login:' with 'Username' inside, and 'Password:' with 'Password' inside. At the bottom of the form is a 'Log in' button.

4. Once logged in, you will see a popup that shows your name, number, Number tagging, Log out and Options. Make sure Number tagging is on. You can access this popup any time by clicking the Extensions icon  in the top right corner of Google Chrome.



- You can toggle Number Tagging on and off via the toggle switch.
- Click Log Out of Click-to-Call.
- Click Options for a list of ESI Click-to-Call Settings.

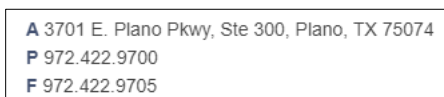
- **Incoming Call Notifications:** This gives you a screen pop on your browser with Caller ID info.
- **Audio Notifications:** Audio can be played to notify you of an incoming call.
- **Click-to-Call follow my answering rules:** Route calls initiated from ESI Click-to-Call to your preferred device(s).
- **Click-to-Call ring my extension only:** Calls initiated from ESI Click-to-Call will be routed to your primary device.
- **Click-to-Call auto answer my phone:** Automatically begin your call without needing to pick up your phone (only available on your primary device).
- **Number tagging:** Allow the tagging of phone numbers throughout your browser.
- **Desktop Notifications:** A screen pop will be shown above all windows currently open on your computer.
- **Outbound Caller ID:** A screen pop will be shown above all windows currently open on your computer.
- **Open The Cloud Communications Dashboard:** This opens eConsole.
- **CLOSE:** Close ESI Click-to-Call Settings.



## Using Click-to-Call

1. The Click-To-Call extension will turn phone numbers that appear in google apps into a clickable dial key.

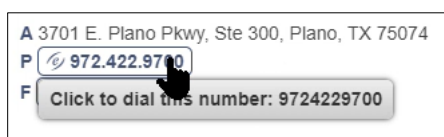
- Before Click-to-Call is enabled.



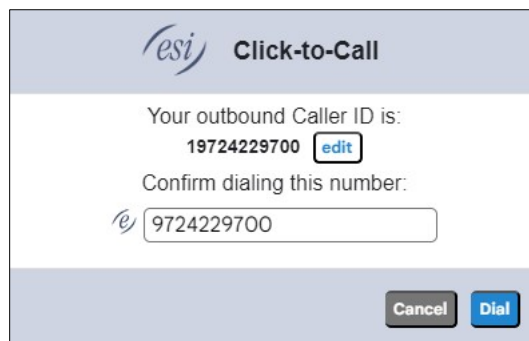
- After Click-to-Call is enabled. Notice that the phone numbers now look like buttons.



2. Hover your mouse pointer over the phone number and Click it.

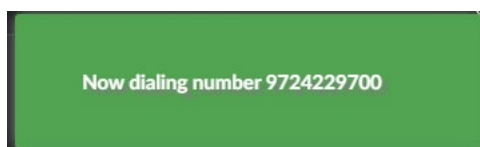


- You will see a popup containing the number. You can click Dial to dial the number, click Cancel, or click the edit button to open [Click-to-Call Settings](#).

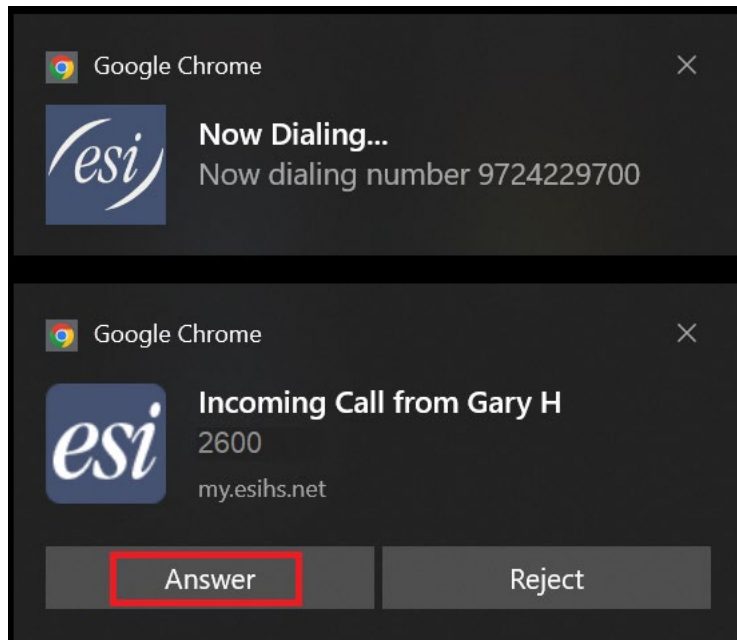


3. Click Dial

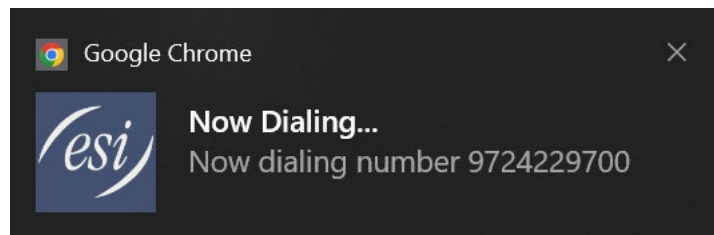
- When you click Dial, you will get a notification that Click-to-Call is dialing the number.



4. You will see a notification of an incoming call. Click Answer.



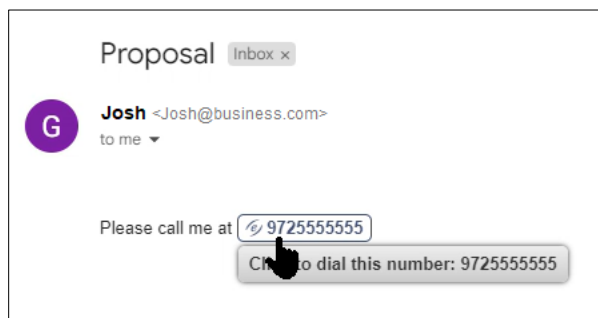
5. When you click Answer, Click-to-Call will dial the number.



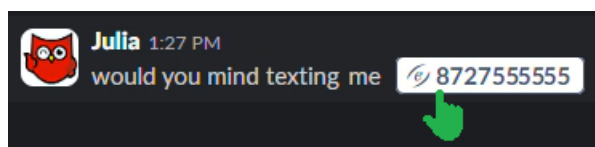
## Where can I use click to call

You can use Click-to-Call pretty much anywhere in Google Chrome.

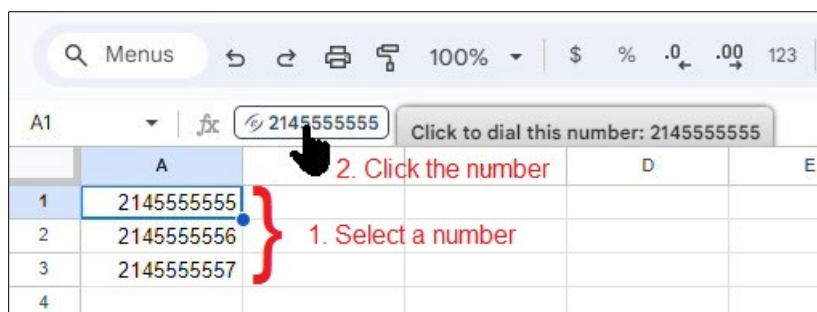
- You can click a number in an email.



- You can click a number in a text message.



- Click-to-Call also works with Google sheets. Simply select the number and then click it as shown below.



Watch these videos for more helpful information on Click-to-Call.

[https://www.esi-estech.com/hubfs/webvids/how-to\\_ecloud\\_click-to-call-using-the-application.mp4](https://www.esi-estech.com/hubfs/webvids/how-to_ecloud_click-to-call-using-the-application.mp4)

[https://www.esi-estech.com/hubfs/webvids/how-to\\_ecloud\\_click-to-call-overview.mp4](https://www.esi-estech.com/hubfs/webvids/how-to_ecloud_click-to-call-overview.mp4)

## Inter-Domain Dialing

Inter-Domain dialing allows separate domains to call each other directly via unique numbering plans.

As an example, Office A is configured with numbering plan 100 (extensions 100-199) and Office B is configured with numbering plan 200 (extensions 200-299). Office A can reach any extension at Office B directly by dialing an extension within the 200 numbering plan (example 209). Office B in turn can reach any extension at Office A directly by dialing an extension within the 100 numbering plan (example 112).

Inter-Domain dialing saves time by allowing users at the connected domains to dial each other's extensions directly. If you call a particular extension on a regular basis, you can set up a speed dial key on your desk phone for that extension (see Button Mapping section)

Considerations:

- Keep in mind that if you put a call on park in Office A, Office B cannot pick up the call.
- BLF status is not shown across different domains. Example: When Office A calls an extension at Office B, BLF will not show the status of the call across the two domains.