



eSIP Evolution Series

ePhone3 and ePhone4x Button Programming

The purpose of this document is to provide instruction for how (DSS) buttons should be programmed for the ePhone3 and ePhone4x SIP phones.

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Button Programming Overview

The ePhone3 and ePhone4x were designed to be platform agnostic, which means they are capable of working on SIP platforms other than the eSIP Evolution. Due to this open structure the phones provide programming options and settings for numerous features and functionality. However, only a portion of these are needed for the eSIP Evolution. Those options not need for eSIP Evolution may in turn be needed for platforms like Metaswitch®.

For eSIP Evolution the most relevant key types are **Line**, **Memory Key** and **DTMF**. The **Key Event**, **Multicast** and **Action URL** key types are used in specific cases described in this document. All other key types will likely only ever be used on other SIP platforms.

There are two general ways in how a key performs; it will either perform an action

- While your phone is idle, such as Call Forward.
- While your phone is on an active call, such parking or transferring a call.

Line Keys are subscriptions to the system platform(s) that the phone uses to make and receive calls.

This chart explains the key type programming options for the ePhone3 and ePhone4x and when and how to use them.

| Key Type | Purpose |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Memory Key | <p>There are 11 subtypes associated with the Memory Key. Five of those subtypes are related to BLF. Below is a brief description of each.</p> <ul style="list-style-type: none"> • BLF(NEWCALL/BXFE/AXFER/CONF/DTMF): There are five types of the one-touch BLF transfer method – New Call, Blind Transfer, Attended Transfer, Conference and DTMF. Each can be used to prompt the user of the state of the subscribed extension. It can also perform a pickup when the subscribed number is ringing, which helps the user to monitor the state of the subscribed extension (<i>idle, ringing, on a call</i>). The user should enter the pick-up number for specific BLF key to fulfill the pick-up operation. • Presence: Like BLF, the Presence option is also able to view whether the user is online. <i>Note: You cannot subscribe BLF and Presence for the same extension at the same time.</i> • SpeedDial: When programmed you can call the number directly with a button press. This feature should be used frequently dialed numbers. • Intercom: Allows the user to barge into another extension. <i>Note: Intercom Feature in the eSIP Evolution uses a star feature code (*).</i> • MWI: (message waiting indicator) Set the key to monitor voice mail messages for your extension. <i>Note: The programmed key is not needed in for eSIP Evolution as there is a fixed Voice Mail button with built-in MWI.</i> • Call Park: For retrieving a parked call. <i>Note: Call Park in eSIP Evolution uses a star feature code (*).</i> • Call Forward: Forward calls to a set number. <i>Note: Call Forward in eSIP Evolution uses a star feature code (*).</i> <p><i>Note: When any of the BLF Options are selected, a new field for entering the Call Pickup Code will be available. You can either enter the Group Pickup Code or the Directed Call Pickup Code depending on if the users are in the same group.</i></p> |
| Line | The SIP Account the key is associated with for making and receiving calls. |
| DTMF | Meant for features like Call Park that are performed while on an active call. |
| Multicast | Intended for Multicast features such as Paging. |
| Action URL | Provides access a specific URL for special features. |
| Key Event | Used for mostly local phone functions such as Headset, Release, and Hold. |
| BLF List | Not applicable in the eSIP Evolution Series |
| XML Browser | Not applicable in the eSIP Evolution Series |

Understanding Memory Keys

There are 11 subtypes associated with memory keys. Five of those 11 types are “BLF key”, which we’ll review first.

BLF Keys

Function description: There are five subtypes of the one-touch BLF transfer method – New Call, Blind Transfer, Attended Transfer, Conference and DTMF. Each can be used to prompt the user of the state of the subscribed extension. It can also perform a pickup when the subscribed number is ringing, which helps the user to monitor the state of the subscribed extension (*idle, ringing, on a call*). The user should enter the pick-up number for specific BLF key to fulfill the pick-up operation.

Use method:

The five subtypes associated with BLF are as follows:

- **BLF/NEW CALL** key:
 - When you are calling, you can press this key to initiate a new call to the subscribed user without hanging up the previous call.
- **BLF/BXFER** key:
 - While idle, pressing this key will initiate a call to the subscribed user.
 - While on an active call, you can press the key to blind transfer the call to the subscribed user.
- **BLF/AXFER** key:
 - While idle, pressing this key will initiate a call to the subscribed user.
 - While on an active call, you can press the key to do a supervised transfer to the subscribed user.
- **BLF/Conference** key:
 - While idle, pressing this key will initiate a call to the subscribed user.
 - While on an active call, you can press the key to initiate a conference with the subscribed user.
- **BLF/DTMF** key:
 - While idle, pressing this key will initiate a call to the subscribed user.
 - While on an active call, you can press the key to send DTMF digits to the system.

| LED Status | Description |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Solid Green | Press the key to call the subscribed user |
| Blinking Red | a new call is ringing to the subscribed user. If the pick-up number has also been configured, you can press the key to pick up the calls of the subscribed phone number. |
| Solid Red | The subscribed user is on the phone or in do not disturb (DND) |

Note: There are some features that may dictate which BLF Type you use, such as Transfer to Voicemail. Since this feature is initiated during an active call it needs to be programmed as a DTMF Key with the appropriate digits to initiate the transfer, then the digits to tell the system you want to go directly to the users Voicemail Box, then you want to select the users BLF Key you have programmed. Because you are now using DTMF to communicate with the system, you need to continue with DTMF to complete this transfer so in this case the BLF Keys for the users would also need to be BLF/DTMF. This will require pressing the “#” key to complete the call. – Example: Press the programmed **VM Transfer Key**, Press the **BLF/DTMF Key**, then press **#** to complete the VM Transfer.

Presence Indication

Function description: Compared with BLF, presence keys provide LEDs to show line status and whether the other party is online.

Use method:

- While idle, pressing this key will initiate a call to the subscribed user.
- While the subscribed user's phone is ringing you can press this key and pick up the ringing call. An extension must be configured in the pick -up field for this key.

Following are the remaining six Memory Key subtypes and their specific uses.

MWI

Message Waiting Indication.

This Memory Key subtype is not needed on eSIP Evolution as there is a fixed Voice Mail button with built-in MWI.

Dial

Function description: Store phone numbers that are commonly used or difficult to remember.

Use method: While idle press the key to call the speed-dial number directly.

There is no LED status for speed dial keys.

Intercom

This Memory Key subtype is not used on eSIP Evolution. An Intercom key uses a feature code and will therefore be programmed as a DTMF Key. Refer to the DTMF key type section for further instruction.

Warning: If the extension you're calling is on an active call and you press Intercom that extension's active call will be automatically put on hold and your audio will come through the speakerphone. Once the intercom call is disconnected the extension will be connected back to his original call.

Call Park

This key must be programmed as a DTMF key not a Memory key because it is implemented during an active call. Refer to the DTMF key for further instruction.

Call Forward

This Memory Key subtype is not used on eSIP Evolution. A call forward key uses a feature code and will therefore be programmed as a DTMF Key. Refer to the DTMF key type section for further instruction.

Understanding Other Key Configurations

LINE Keys

Function description: Line keys provide LED status of active calls on system. It can also enter a number to initiate a call.

Use method:

Note: Unless noted otherwise the following instructions assume the line is registered.

| Phone State | Interaction |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Idle (Idle) | <ul style="list-style-type: none"> Registered – green LED. Press the key to receive dial tone. Unregistered – blinking red LED |
| Ringing (Incoming Call) | <ul style="list-style-type: none"> The line key will blink green. Press the key to answer the call. Press the key again to disconnect from the call. To make an outbound call while your phone is ringing press the an idle line key (green LED) to access dial tone. For an unregistered or ‘failed to register’ line – Pressing the key will play a prompt that the “line is invalid”. |
| Calling (Outgoing Call) | <ul style="list-style-type: none"> Press the line key to which will play dial tone then enter the number to be dialed. Press #, or Dial to send the digits immediately. Pressing the same line key again will play dial tone and put the active call on hold. Press the key a third time to retrieve the call from hold. When you press the key of an idle line during an active call, the phone plays dial tone while the active call is placed on hold. Pressing the key again will play dial tone. |
| Ringing While on Call | <ul style="list-style-type: none"> When another call is received during an ongoing call, you can press the key of the line receiving the new call to answer it. The active you were on is then placed on hold. Pressing the line key the call you are actively connected/talking to will disconnect the call. To get back to the held call, press the corresponding line key that is blinking amber. When you press the key of a registered idle line (green LED), the phone plays dial tone. |
| Two “active” calls | Using the first scenario from “Ringing while on a Call”. You now have one call active call and another hold. Each showing on a line key. The active call has a red LED while the held call has a blinking amber key. You can toggle between these two calls by pressing the line key. |

| LED Status | Description |
|-----------------------|-----------------------------|
| Off | Line is not configured |
| Solid Green | Line is Registered and Idle |
| Blinking Green | Dialing or Ringing |
| Blinking Amber | Registering |
| Blinking Red | Registration Failed |
| Solid Red | Line is in Use (Calling) |

DTMF Keys

Function description: This key type is meant for actions you want to perform while you are connected to a call, such as call park. Look for the feature you wish to use and the instructions will tell you how to program it.

It is possible to use DTMF key type for speed dials but you must press pound (#) or Dial to complete the call. Refer to the Memory Key / Speed Dial subtype for speed dial programming.

Call Park

Function description: Call Park must be programmed as a DTMF key because the feature is implemented during an active call. Do not program Park as a memory key or a speed dial key.

Use method: Press the key during a call. When you hear a call park number prompted by the server, you can hang up. The call is retained by the server at this time. After you arrive at the destination, call the call park number provided by the server to resume the call.

Button Programming Web Interface

Note: A phone button can be programmed through the phone's web interface or the Auto Provisioning Application. This document uses screen shots of both interfaces.

Accessing the Phone Portal

To access button programming first connect to the ESI ePhone3 or ePhone4x phone. By default, the phones will DHCP to obtain an IP Address when powered up.

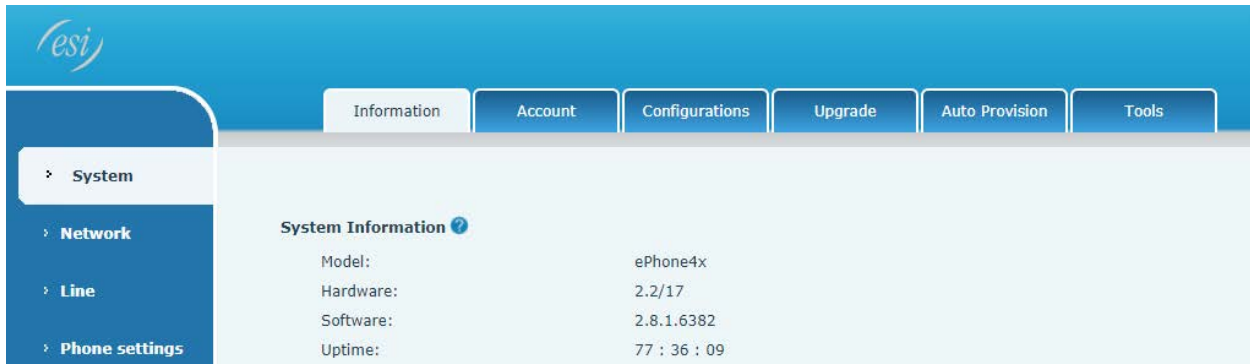
To find the IP Address

1. Press MENU on the phone
2. The Status option should already be highlighted. If so press ENTER or the OK button. If not, scroll to the Status option.
3. The IP address is displayed on row 2.

To login to the phone portal

1. In your browser (Chrome, Firefox, etc.) enter the IP address in the URL field.
2. Enter your credentials. The default credentials are "admin" for both the login name and password.
3. You will be connected to the System Information screen for the phone.
4. Click on Feature Keys in the left panel and then choose the Feature Keys tab at the top of the page.

Note: This document assumes your phone has already been provisioned and is connected to the eSIP Evolution. Look for other documentation on how to provision a phone.

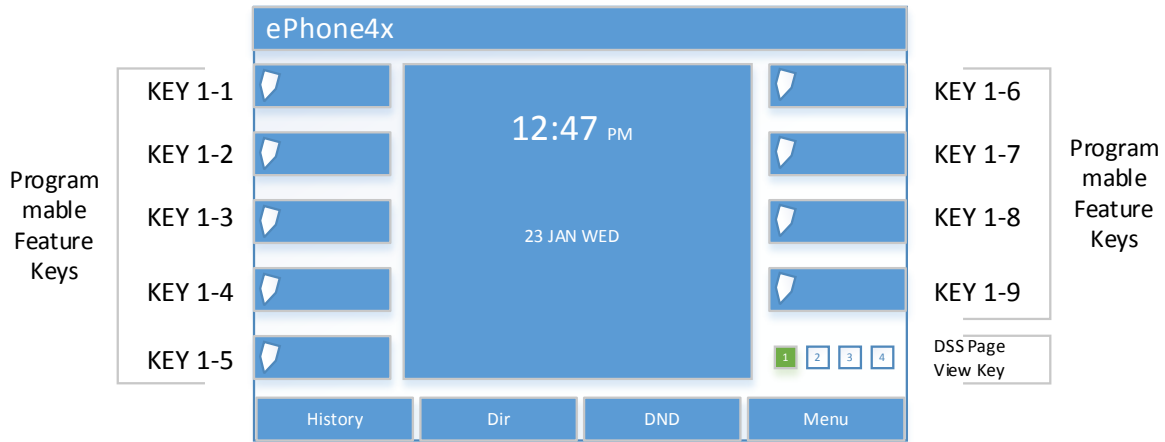


Phone Button Layout

Before you begin programming be sure you understand the button layout.

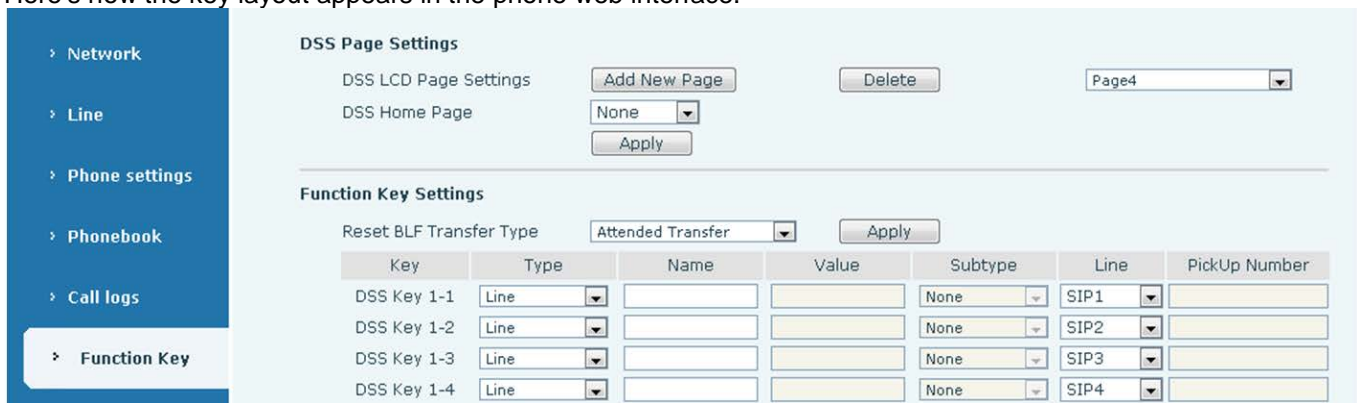
The upper left key on page one is considered the first button – KEY 1-1. The "1-1" indication stands for key 1 on page 1. The remaining keys on the page are numbered numerically from top to bottom then left to right. The same method is used on each page. For example on page two the first key is considered KEY 2-1, which is key 1 on page 2.

- ePhone4x has nine buttons on each of four pages for a total of 36 programmable DSS keys.
- ePhone3 has seven buttons on each of four pages for a total of 28 programmable DSS keys.



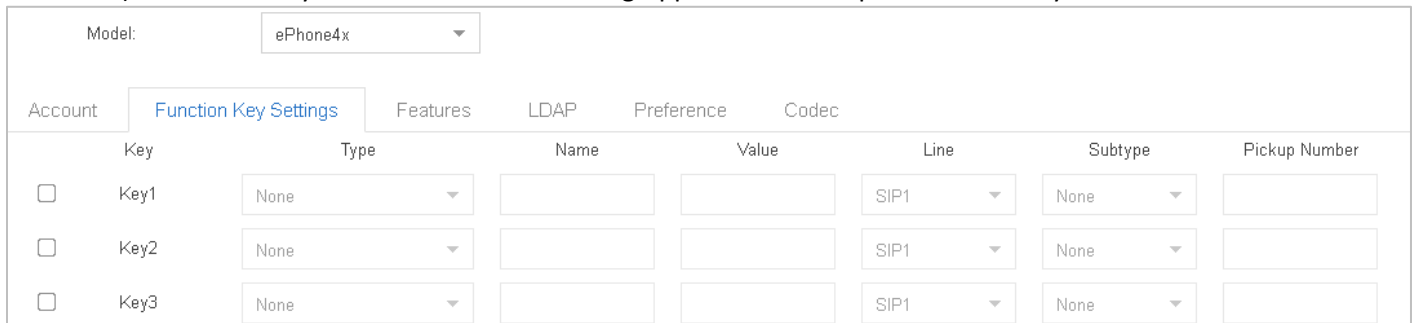
The bottom right DSS Key on each page of both phones is a pre-programmed that enables you to view additional pages of DSS keys. This key cannot be changed. However you can use this key to delete and add pages (min: 1 page, max: 4 pages).

Here's how the key layout appears in the phone web interface.



Here's how the key layout appears in the Auto Provisioning Application.

Note: In the Auto Provisioning Application the Feature/Function Keys are labeled as Key1 to Key36 (for the ePhone4x). Therefore Key10 in the Auto Provisioning Application corresponds to DSS Key 2-1 in the Phone Interface.



Programming a Line Key

Programming line keys to a specific SIP Account to make and receive calls.

The ePhone4x can have up to 6 separate SIP accounts provisioned, however in most cases you will only have one configured.

1. Select Function Key from the left-hand menu options.
2. Select which key you want to program.
3. For that key enter the following information
 - Type: Line
 - Name: I chose "Line #" but you can use a different name
 - Value: N/A
 - Subtype: N/A
 - Line: SIP1
 - Pickup: N/A

Here we've programmed DSS Keys 1-1 through 1-3 as line keys. Once we save this programming any new calls to or from this phone will use one of the three programmed line keys.

Phone Programming Interface View

| Key | Type | Name | Value | Subtype | Line | PickUp Number |
|-------------|------|--------|-------|---------|------|---------------|
| DSS Key 1-1 | Line | Line 1 | | None | SIP1 | |
| DSS Key 1-2 | Line | Line 2 | | None | SIP1 | |
| DSS Key 1-3 | Line | Line 3 | | None | SIP1 | |

Auto Provisioning Application View

| Key | Type | Name | Value | Line | Subtype | Pickup Number |
|------------------------------------------|------|--------|-------|------|---------|---------------|
| <input checked="" type="checkbox"/> Key1 | Line | Line 1 | | SIP1 | None | |
| <input checked="" type="checkbox"/> Key2 | Line | Line 2 | | SIP1 | None | |
| <input checked="" type="checkbox"/> Key3 | Line | Line 3 | | SIP1 | None | |

Programming a Call Park Key

This key uses a feature code (or star code) so we will program it as a DTMF key type. This will send the DTMF star code (*) to the system to perform the requested function.

1. Select Function Key from the left-hand menu options.
2. Select which key you want to program.
3. For that key enter the following information
 - Type: DTMF
 - Name: Call Park but you can choose something else
 - Value: The default star code value for the eSIP Evolution
 - Subtype: N/A
 - Line: Auto
 - Pickup: N/A

Phone Programming Interface View

| Key | Type | Name | Value | Subtype | Line | PickUp Number |
|-------------|------|-----------|-------|---------|------|---------------|
| DSS Key 1-4 | DTMF | Call Park | *6 | None | Auto | |

Auto Provisioning Application View

| | Key | Type | Name | Value | Line | Subtype | Pickup Number |
|-------------------------------------|------|------|-----------|-------|------|---------|---------------|
| <input checked="" type="checkbox"/> | Key4 | DTMF | Call Park | *6 | AUTO | None | |

Programming a Call Pickup Key

This key uses a feature code (or star code) so we will program it as a DTMF key type. This will send the DTMF star code (*) to the system to perform the requested function.

1. Select Function Key from the left-hand menu options.
2. Select which key you want to program.
3. For that key enter the following information
 - Type: DTMF
 - Name: Call Pickup but you can choose something else
 - Value: The default star code value for the eSIP Evolution
 - Subtype: N/A
 - Line: Auto
 - Pickup: N/A

Phone Programming Interface View

| Key | Type | Name | Value | Subtype | Line | PickUp Number |
|-------------|------|-------------|-------|---------|------|---------------|
| DSS Key 1-5 | DTMF | Call Pickup | *4 | None | Auto | |

Auto Provisioning Application View

| | Key | Type | Name | Value | Line | Subtype | Pickup Number |
|-------------------------------------|------|------|-------------|-------|------|---------|---------------|
| <input checked="" type="checkbox"/> | Key5 | DTMF | Call Pickup | *4 | AUTO | None | |

Note: The Call Pickup feature is the group call pickup feature from the eSIP Evolution. Therefore this will only pickup other extensions ringing in the same call pickup group as this phone. The next section – Extension Key – will explain how to program a direct (or extension) pickup.

Programming an Extension Key

And extension key is programmed as a Memory Key. These are most often referred to as a Direct Station Selection (DSS) key type with a Busy Lamp Field (BLF) indicator.

There are several subtype selections for the Memory Key type. The following example is what is considered a common setup.

1. Select Function Key from the left-hand menu options.
2. Select which key you want to program.
3. For that key enter the following information
 - Type: Memory Key

- A Memory Key type initiates a subscription with the phone system or server to monitor the status of the subscribed device; in this case a specific extension. DSS Key 1-6 in our example is subscribing to extension 6501 and DSS Key 1-7 is subscribed to extension 6502.
- Name: 10-digit name
- Value: The extension number (i.e., 6501 and 6502)
- Subtype: BLF/AXFER
 - The Subtype indicates the type of subscription. In our example it is a BLF with Attended Transfer (BLF/AXFER) capabilities.
- Line: Auto
 - It uses Line SIP1 to perform this subscription.
- Pickup: *04 + Ext # (*046501, *046502)
 - The field contains the full DTMF code that will perform a direct call pickup to extension 6501.

Phone Programming Interface View

| Key | Type | Name | Value | Subtype | Line | PickUp Number |
|-------------|------------|---------|-------|-----------|------|---------------|
| DSS Key 1-6 | Memory Key | Billy | 6501 | BLF/AXFER | SIP1 | *046501 |
| DSS Key 1-7 | Memory Key | Barbara | 6502 | BLF/AXFER | SIP1 | *046502 |

Auto Provisioning Application View

| | Key | Type | Name | Value | Line | Subtype | Pickup Number |
|-------------------------------------|------|------------|---------|-------|------|-----------|---------------|
| <input checked="" type="checkbox"/> | Key6 | Memory Key | Billy | 6501 | SIP1 | BLF/AXFER | *046501 |
| <input checked="" type="checkbox"/> | Key7 | Memory Key | Barbara | 6502 | SIP1 | BLF/AXFER | *046502 |

Based on our example here's how my phone would interact with these programmed buttons, while my phone is in an **idle** state.

| When the LED for the x6501 key is... | It means that x6501 is... | Therefore pressing the DSS key will... |
|--------------------------------------|----------------------------------------|---------------------------------------------------------------------------|
| Solid Green | Not currently using their phone (idle) | Initiate a ringing call to x6501. |
| Solid Red | In Do Not Disturb (DND) | Forward the call directly x6501's voice mail. |
| Solid Red | Is on a call (busy) | We'll hear ringing, while the user at x6501 will hear a call waiting tone |
| Blinking Red | Is receiving a call (ringing) | Initiate a call pickup, answering the ringing call. |

Based on our example here's how my phone would interact with these programmed buttons, while my phone is in a **busy** state.

Using this key for a transfer

I'm on an active call. I need to transfer this call to x6501. I see the x6501 button has a solid green LED, which means they are idle. While on my call I press the x6501 key. This will place my call on hold while calling x6501. When x6501 answers I announce the call then disconnect. This will release the call from my extension to x6501.

Using this key for a call pickup

My phone is idle. The x6501 key on my phone is blinking red, which means it's receiving a call. I press x6501 key at this time, which will send the ringing call to my phone.

Notes:

- The line key this call is on will blink amber indicating it is on hold, if you have that line key programmed.

- If you need to pull the call back from the transfer press the line key associated with the call. This must be done before x6501 answers.
- If I attempt to perform the transfer and x6501's LED is red the call will either ring x6501 as call waiting call or go to their voicemail if they are in DND.
- This is the basic description of the Supervised Transfer feature using the DSS/BLF Key as we have it programmed. Also if the button Subtype is set as: BLF/New Call, it too will function in much this same way.

There are alternatives to the BLF example above. With most of the Subtypes that provide Busy Indication (BLF/XXX as well as the Presence Indication), pressing the button from idle will initiate a call to that extension. However it's when the phone is on an active call that the functionality of the various subtypes comes into play.

When the button is programmed as

- BLF/BXFER it will perform a blind transfer of the active call to the programmed extension.
- BLF/CONF it will initiate a conference call to the programmed extension that connects as soon as they answer. (There is no delay time to announce the call; you are immediately connected in a conference.)
- BLF/DTMF – unless noted otherwise this subtype is not used.

Programming a Transfer to Voicemail Key

These specially programmed keys enable you to transfer a call directly to an extension's voice mail box.

Important Note: The programmed extension key described below is different than the "Programming an Extension Key" described on page 10. The difference is that the extension key described below a) is the exact programming needed in order to use it with the Transfer to Voice Mail key; b) does not support a supervised or unsupervised transfer to a live person without first pressing the fixed transfer key.

Using both buttons the entire sequence being sent to the system is *03**[EXT]#. This string indicates

- *03 – default start code for blind transfer
- ** – default star code in order to go to the user's voice mail without ringing their phone
- [EXT] – the extension of the voice mail box you want to reach (i.e., 6501, 6502)
- # – conform the entry

For our example the sequence would be *03**6501#

First we need to program a DTMF key because we want to simply pass digits to the system while on an active call. Second we need to create Memory Key using the DTMF subtype to indicate the extension's voice mail.

Note: Assume we are concerned with Billy's extension 6501. I may already have a DSS programmed for Billy as a Memory Key / BLF/AXFER. I can keep this key so I can use it to transfer calls to Billy's extension (not to his voice mail). However I must program a different key - BLF/DTMF - for Billy as described below. This BLF/DTMF key will still allow you to dial Billy's extension, see his station status and do a call pickup.

1. Select Function Key from the left-hand menu options.
2. Select which key you want to program.
3. For Transfer to VM function key enter the following information
 - Type: DTMF
 - Name: VM Xfer
 - Value: *03**
 - Subtype: N/A
 - Line: Auto
 - Pickup: N/A
4. For the voice mail box you want to transfer to
 - Type: Memory Key
 - Name: Billy
 - Value: The extension number. For our example 6501.
 - Subtype: BLF/DTMF
 - Line: SIP1
 - Pickup: *04[EXT] For our example *046501. You can leave this blank if you don't care to use this key for call pickup.

Phone Programming Interface View

| Key | Type | Name | Value | Subtype | Line | PickUp Number |
|-------------|------------|---------|-------|----------|------|---------------|
| DSS Key 2-1 | DTMF | VM Xfer | *03** | None | Auto | |
| DSS Key 2-2 | Memory Key | Billy | 6501 | BLF/DTMF | SIP1 | *046501 |

Auto Provisioning Application View

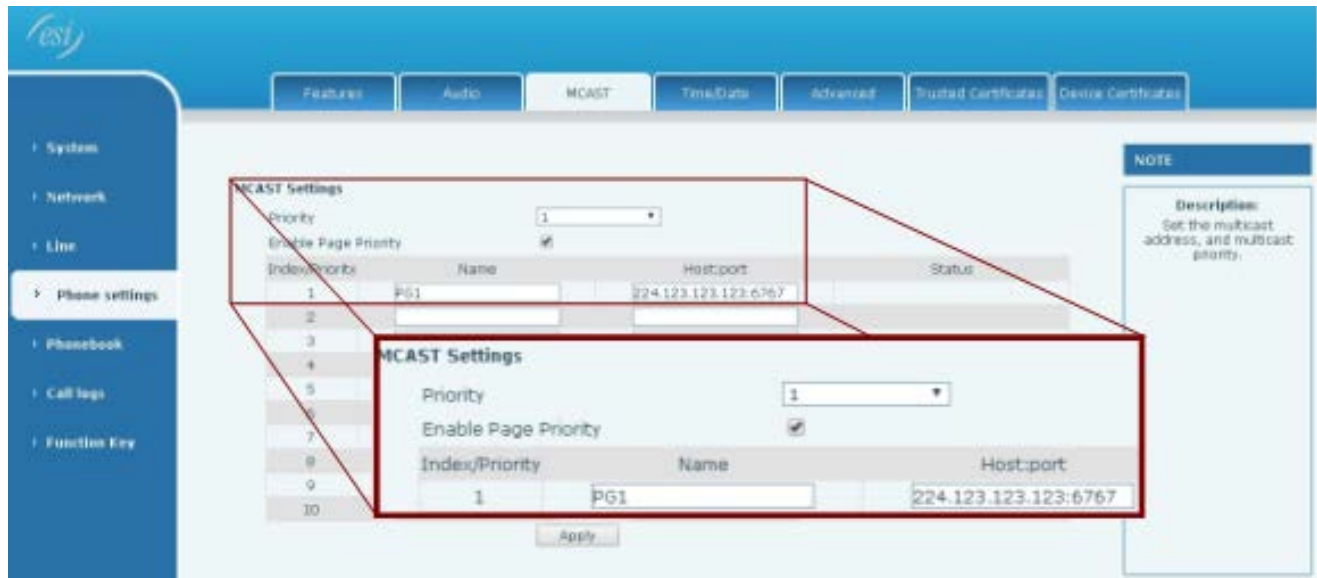
| Key | Type | Name | Value | Line | Subtype | Pickup Number |
|-------------------------------------------|------------|---------|-------|------|----------|---------------|
| <input checked="" type="checkbox"/> Key10 | DTMF | VM Xfer | *03** | AUTO | None | |
| <input checked="" type="checkbox"/> Key11 | Memory Key | Billy | 6501 | SIP1 | BLF/DTMF | *046501 |

While on an active incoming call press the VM Xfer Button, then press the BLF/DTMF key for the person you are transferring the call to. Finally press pound (#) to complete the transfer.

Programming Multicast Paging

The ability to configure Multicast Paging within Auto Provisioning is included in an upcoming system firmware build that is currently being evaluated for release. However should you need to configure this feature before it is available due to the 10 phone limit per Page Group, we will cover it here.

First each phone you are adding to the page group(s) will need to be configured to Subscribe to the Multicast Channel(s) associated to the Group(s). This is programmed in the Phone GUI in the **Phone Settings > MCAST** (See screenshot below:)



Here the first Index/Priority has been configured. The Name is: **PG1** and the Host:Port is: **224.123.123.123:6767**. Once your phones are Subscribed to the Multicast Channel, you will need to program a Multicast Button on your phone to Access this channel.

The Multicast Button Type allows the Phone to access the subscribed Multicast Channel and select the Voice Codec to use. The advantage of using the phones' Multicast feature is that there are no system resources used to provide this function and there is no SIP messaging used to activate it.

Here we will program a Button on the ePhone4x for the Multicast Paging Access we programmed above. In the screenshot below, we have chosen button: DSS Key 1-9 and have named it: "Paging". The value is the Multicast IP Address and Port programmed: "224.123.123.123:6767" and the G.722 Codec has been selected for the Voice.

Function Key Settings

Reset BLF Transfer Type: Make a New Call Apply

| Key | Type | Name | Value | Subtype | Line | PickUp Number |
|-------------|------------|----------|----------------|-------------|------|---------------|
| DSS Key 1-1 | Line | Line 1 | | None | SIP1 | |
| DSS Key 1-2 | Line | Line 2 | | None | SIP1 | |
| DSS Key 1-3 | Line | Line 3 | | None | SIP1 | |
| DSS Key 1-4 | DTMF | Grp PkUp | *4 | None | Auto | |
| DSS Key 1-5 | DTMF | Park | *6 | None | Auto | |
| DSS Key 1-6 | Memory Key | | | BLF/NEW CAL | SIP1 | |
| DSS Key 1-7 | Memory Key | | | BLF/NEW CAL | SIP1 | |
| DSS Key 1-8 | Memory Key | | | BLF/NEW CAL | SIP1 | |
| DSS Key 1-9 | Multicast | Paging | 224.123.123.12 | G.722 | Auto | |

What if you need to page this Group from a phone that is not subscribed to this Multicast Channel a door or lobby phone that uses an FXS port? The eSIP Evolution can be programmed with an extension that can be dialed by any device to reach the Multicast Paging Groups. We will program that here:

You will program a Paging Group like any other except for the Type will be for Multicast, then the settings for the Multicast Channel you want to access. Here we have

- Set the number to access this Page Group to: "6300"
- Name: "Paging".
- The Type is set to: "1-Way Multicast Paging"
- The Multicast Channel is set to the IP:Port we have programmed in our phones: 224.123.123.123
- The Port is: 6767.

Once we save this, any device on the eSIP Evolution can dial extension: 6300 and access the Multicast Page Group.

The screenshot shows a settings interface with a table of Paging/Intercom groups. A modal dialog titled "Edit Paging/Intercom (Paging)" is open, showing the configuration for a group with the following details:

- Number: 6300
- Name: Paging
- Type: 1-Way Multicast Pa...
- Note: The Multicast Paging requires compatible phones and additional configuration.
- IP of Multicast Channel: 224.123.123.123 : 6767

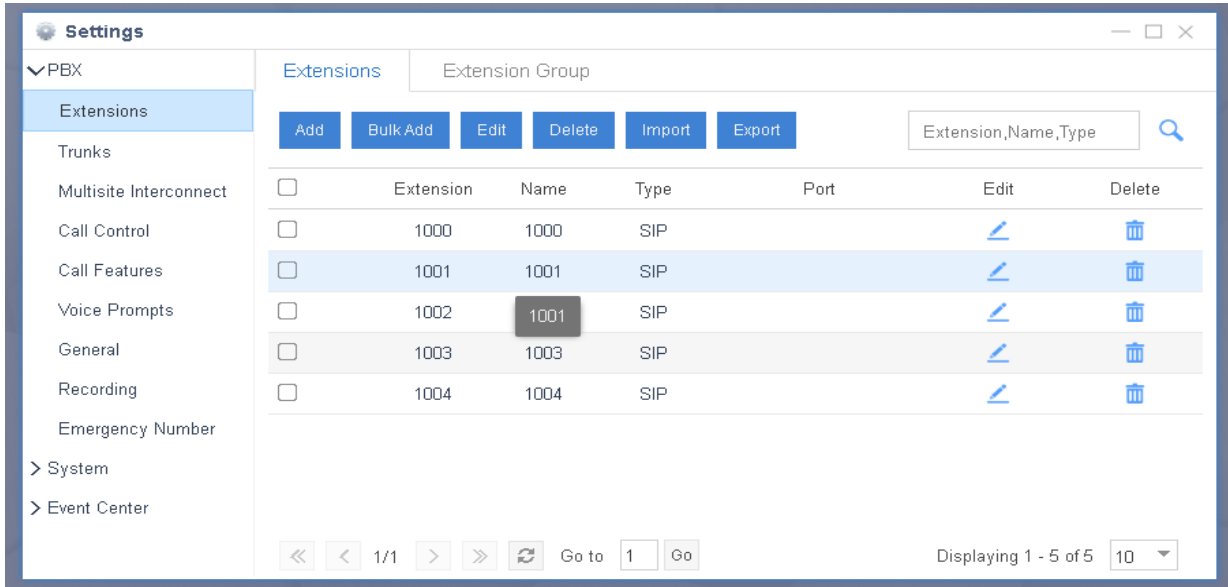
Buttons for "Save" and "Cancel" are visible at the bottom of the modal. The background interface shows a sidebar with "Call Features" selected and a table with one entry for "6300" with name "Paging" and type "1-Way Multicast Pa...".

Adding Bulk Extensions

Add bulk VoIP extensions and enter the user's names and email addresses in bulk.

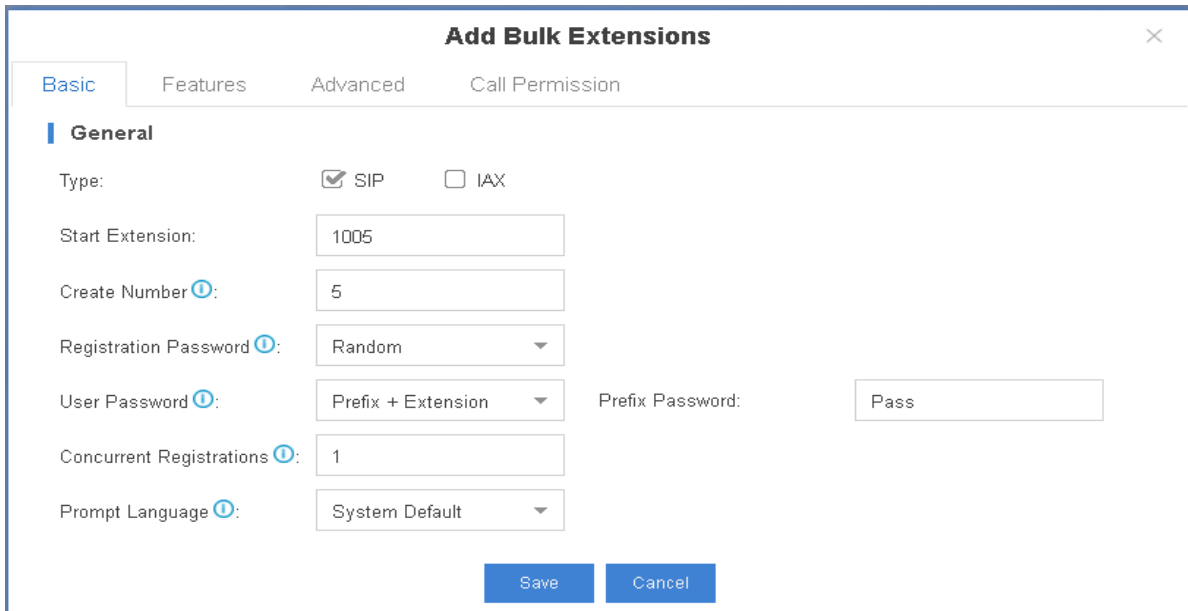
Add bulk extensions

1. Go to **Settings > PBX > Extensions**, click **Bulk Add**.
2. On the **Basic** page, configure the following settings:



Notes:

- A random **Registration Password** and a random **User Password** will be assigned for each extension.
- If you want to edit the Registration Password and User Password for multiple extensions, you need to go to **Settings > System > Security > Service**, check the option **Allow Weak Password**.



- a. **Type:** Select the extension type.
 - b. **Start Extension:** Enter the first extension number. The system will create extensions in bulk starting with the extension number.
 - c. **Create Number:** Enter how many extensions to create.
 - d. **Concurrent Registrations:** The PBX supports registering one extension on multiple phones. When a call comes to the extension, all the phones will ring.
 - e. **Prompt Language:** Select the system prompt language for the extensions.
3. **Optional:** Click **Features**, **Advanced**, or **Call Permission** tab to configure other settings.
 4. Click **Save** and **Apply**.

Export the extensions.

Notes:

- For now, PBX only supports exporting all the extensions that are displayed on the current page. A maximum of 100 extensions can be exported at once. If you have more than 100 extensions, you need to repeat **steps 1 to 3** to export other extensions into another CSV file.
- If you don't check any boxes and just click Export, all extensions will be exported in a single .csv file.

1. On the **Extensions** page, you can select the Display option at the bottom to view more.



2. Select all the extensions, click Export. The extensions will be exported to a CSV file.



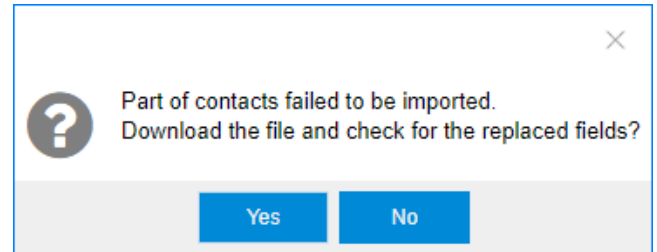
3. Edit the CSV file, enter the users' names and email addresses, then save the file.
 - a. **fullname**: Enter the user's name. The **fullname** stands for the **Caller ID Name**.
 - b. **email**: Enter the user's email address.

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|----|------|----------|----------|----------|--------------|------------------|---------------|----------|-------------------|-------|------------------------------------------------------------------|--------------|---|
| 1 | type | username | fullname | callerid | registername | registerpassword | loginpassword | vmsecret | hasvoicemenablevm | email | | ringtime mol | |
| 2 | SIP | 1000 | Carol | 1000 | 1000 | TeH5rkze | a2784c7656d6 | 1000 | yes | yes | Carol@esi-estech.com | 30 | |
| 3 | SIP | 1001 | Eve | 1001 | 1001 | iEQBE5Fd | 2bf9663f46845 | 1001 | yes | yes | Eve@esi-estech.com | 30 | |
| 4 | SIP | 1002 | David | 1002 | 1002 | ASG0UFqa | 090648616ca4 | 1002 | yes | yes | David@esi-estech.com | 30 | |
| 5 | SIP | 1003 | Amber | 1003 | 1003 | jgdPJ9UK | 803f555a1f336 | 1003 | yes | yes | Amber@esi-estech.com | 30 | |
| 6 | SIP | 1004 | Jason | 1004 | 1004 | UQnm6agL | 1e8574d04a8fc | 1004 | yes | yes | Jason@esi-estech.com | 30 | |
| 7 | SIP | 1005 | Ramond | 1005 | 1005 | hHN2qOrj | 22a8584c0447! | 1005 | yes | yes | Ramond@esi-estech.com | 30 | |
| 8 | SIP | 1006 | Rose | 1006 | 1006 | jVSHxa41 | 868f986838c9b | 1006 | yes | yes | Rose@esi-estech.com | 30 | |
| 9 | SIP | 1007 | Harry | 1007 | 1007 | C5ofh4DB | 992d968f82cf0 | 1007 | yes | yes | Harry@esi-estech.com | 30 | |
| 10 | SIP | 1008 | Gary | 1008 | 1008 | nmtK7xTQ | 34f0b0c99cdb3 | 1008 | yes | yes | Gary@esi-estech.com | 30 | |
| 11 | SIP | 1009 | Jerry | 1009 | 1009 | JBakj5sb | cf4f6edc7e62b | 1009 | yes | yes | Jerry@esi-estech.com | 30 | |
| 12 | | | | | | | | | | | | | |

4. Import the CSV file to the PBX.
 - a. On the **Extensions** page, click **Import**.
 - b. On the pop-up dialog, click **Browse**, select your CSV file.
 - c. Click **Import**.

Note: You may get an error prompt like the following figure. Click **Yes** to check the log.

Ignore the error if the Error Cause displays "username[1000]: The imported record is existing, the record has been overwritten".



5. Check the imported extensions on PBX.

| <input type="button" value="Add"/> <input type="button" value="Bulk Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Import"/> <input type="button" value="Export"/> | | | | | | | <input type="text" value="Extension,Name,Type"/> <input type="button" value="Search"/> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------|------|------|----------------------|------------------------|----------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Extension | Name | Type | Port | Edit | Delete | |
| <input type="checkbox"/> | 1000 | Carol | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1001 | Eve | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1002 | David | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1003 | Amber | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1004 | Jason | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1005 | Ramond | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1006 | Rose | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1007 | Harry | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1008 | Gary | SIP | | Edit | Delete | |
| <input type="checkbox"/> | 1009 | Jerry | SIP | | Edit | Delete | |