Huawei IP Phone eSpace 7810
V100R001C02

User Manual

HUAWEI TECHNOLOGIES CO., LTD.

Huawei Technologies Co., Ltd.

Contents

1 Safety Precautions

General Requirements

- Before you install and use the device, read these safety precautions carefully and observe them during operation.

- During storage, transportation, and operation of the device, keep the device dry.

- During storage, transportation, and operation of the device, avoid collision and crash of the device.

- Never attempt to dismantle the device by yourself. In case of any fault, contact the appointed maintenance center for repair.

- Without prior written consent, no organization or individual is permitted to make any change to the structure or safety design of the device. Huawei Technologies Co., Ltd. is not liable to any consequences or legal issues due to such changes.

- While using the device, observe all applicable laws, directives and regulations, and respect the legal rights of other people.

Environmental Requirements

- Place the device at a well-ventilated place. Do not dispose the device to direct sunlight.

- Keep the device clean and free of dusts.

- Place the device on a stable platform.

- Do not place any object on top of the device. Otherwise, the device may be too hot during operation. It can even be deformed or damaged by the heavy load.

- Keep at least 10 cm between the device and the closest object for heat dissipation.

- Do not place the device on or near any object that can easily catch fire, such as something made of rubber.

- Keep the device far away from any heat source or bare fire, such as a candle or an electric heater.

- Keep the device far away from any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

Operating Requirements

- Do not let a child operate the device without guidance.

- Do not let a child play with the device or any accessory. Swallowing the accessories may lead to peril.

- Use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Use the provided surge protection power socket only.
- Before plugging or unplugging any cable, shut down the device and disconnect it from the power supply.
- While plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not tread on, pull, or over-bend any cable. Otherwise, the cable may be damaged, leading to malfunction of the device.
- Do not use an old or a damaged power cable.
- During lightning weather, stop using the device and disconnect it from the power supply. Unplug the power plug and the ADSL(Asymmetric Digital Subscriber Line) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is not used for a long time, disconnect it from the power supply and unplug the power plug.
- Do not look directly into the optical interface and the laser-transmitting interface on the device, or the infrared transmitting interface on the remote control with your eyes. Otherwise, your eyes may be injured.
- In any of the following cases, stop using the device, disconnect it from the power supply, and unplug the power plug immediately: there is smoke emitted from the device, or there is some abnormal noise or smell. Contact the specified maintenance center for repair.
- Avoid any object (such as metal shavings) from entering the device from the heat dissipation intakes.
- Before connecting any other cable, connect the ground cable of the device first. Do not disconnect the ground cable until you disconnect all other cables.
- Make sure that the three-phase power socket is grounded reliably. The neutral line and the live line shall not be connected inversely.
- Do not scratch or abrade the shell of the device. This may lead to malfunctions of the device. The shed painting material may also lead to skin allergy.

Cleaning Requirements

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft dry cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

2 eSpace 7810 Overview

2.1 Positioning

Huawei IP Phone eSpace 7810 (eSpace 7810 for short) is a next generation **2-line** IP phone using Session Initiation Protocol (SIP). It has a variety of functions and is easy to use. User-friendly interactive liquid crystal display (LCD) interface and high-fidelity voice quality, perfect for frequent phone users, such as manager. eSpace 7810 concerns about demands of enterprises and IP phone service providers and meets Voice over Internet Protocol (VoIP) development requirements.

2.2 Features

2.2.1 Graceful Appearance

- Streamlined design
- Fashionable and decent color
- Two 10/100 Mbit/s Ethernet ports

2.2.2 Powerful Functions

- Supports multiple standards, including SIP 2.0, UDP, TCP, TLS, RTP, RTCP, HTTP, HTTPS, ARP, RARP, ICMP, DNS (A record and SRV record), DHCP, PPPoE, FTP, TFTP, NTP, Telnet, and 802.1x.
- Adopts digital signal processing (DSP) technology, ensuring high voice quality.
- Provides various voice functions, such as calling number display, call waiting, call hold, call forward, call transfer, Do Not Disturb (DND), mute, Three-Party Conference, and dial after off-hook.
- Provides high voice quality

2.3 Components

2.3.1 Keys
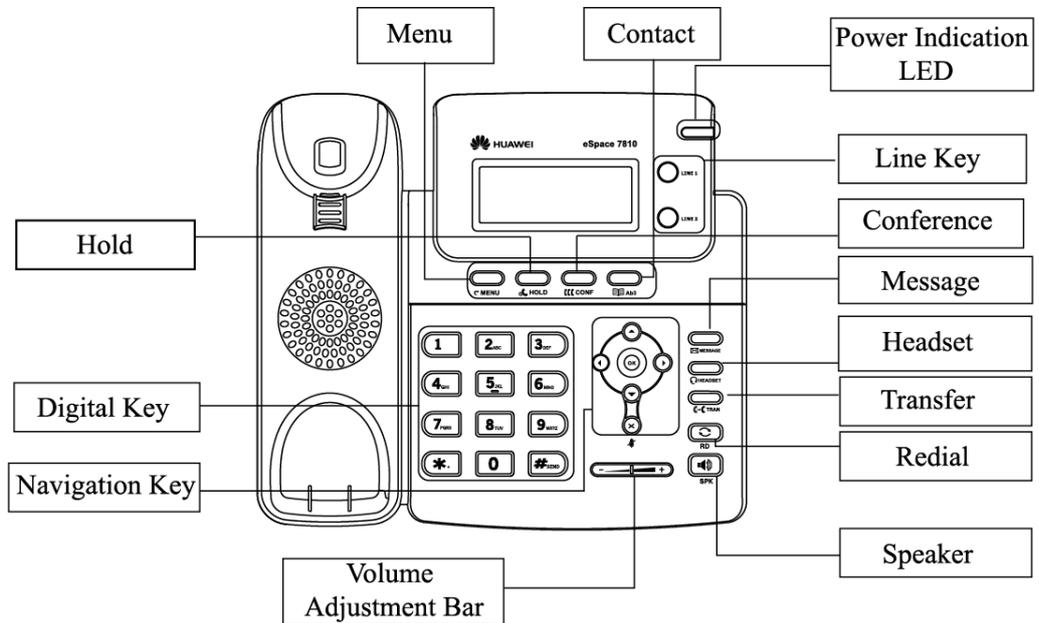
lists eSpace 7810 keys and indicators.

Table 2-1 eSpace 7810 keys and indicators

Key and Indicator	Description
Menu	• On the standby screen, press this key to display the main menu. • On any other screen, press this key to return to the previous menu. • During a call, press this key to end the call.
Contact	Press this key to display the contact list.
Power Indication LED	This indicator indicates the power supply status. • When eSpace 7810 is powered on, the indicator is on. • When eSpace 7810 is powered off, the indicator is off. • When eSpace 7810 has an incoming call or when it is muted during a call, the indicator blinks.
Line Key	Indicates account status. You can also use the two line keys as programmable keys for other use.

Key and Indicator	Description
CCC CONF Conference	Create a multi-party conference.
MESSAGE Message	Blinks when you receive a new voice message. • If there is no new voice message, the page for setting voice connection code is displayed after you press this key. • If you have set a voice access code, the voice mailbox is accessed after you press this key.
HEADSET Headset	On the dialing page or conversation page, press this key to change the conversation mode. • If eSpace 7810 is in the handset mode, press this key to access the headset mode. To restore the handset mode, press this key again. • If eSpace 7810 is in the hand-free mode, press this key to access the headset mode. To restore the hand-free mode, press this key again.
C→C TRAN Transfer	Transfers a call to another party.
RD Redial	Redials a number. In the standby state, press this key to access the page where numbers that you have dialed are listed. Select a record and press this key again to initiate a call.
SPK Speaker	Answers an incoming call in the hand-free mode. On the dialing page or conversation page, press this key to change the conversation mode. • If eSpace 7810 is in the handset mode, press this key to access the hand-free mode. To restore the handset mode, press this key again. • If eSpace 7810 is in the headset mode, press this key to access the hand-free mode. To restore the headset mode, press this key again.
Volume Adjustment Bar	Adjusts the volume in the handset, headset, or hand-free mode, or the volume of the ring tone.
Navigation Key	Includes four arrow keys (up, down, left, and right), one **OK** key, and one **X** key. • Arrow keys: move the cursor on difference pages. • **OK** key: access the menu that is selected or confirm an operation, or answer an incoming call if any. • **X** key: cancel an operation, return to the upper-level menu, reject an incoming call (in the ringing state), or mute a call.

Key and Indicator	Description
Digital Key	Enters alphanumeric and special characters. To enter digits, lowercase letters, uppercase letters, and special characters, switch the entering mode.
 Hold	Holds or unholds a call.

2.3.2 Indicators

Table 2-2 lists eSpace 7810 indicators.

Table 2-2 eSpace 7810 indicators

Indicator	Description
Power Indication LED	• Steady green: eSpace 7810 is powered on. • Blinking green: A call comes or is muted. • Off: eSpace 7810 is powered off.
Message	• Steady green: There is a new voice message. • Off: There is no new voice message.
Line Key	• Steady green: The account is in the dialing or talking state. • Blinking green: The account receives or holds a call. • Off: The account is idle.
Line Key assigned with the Share Call Appearance (SCA) function	• Steady green: The listened-on account is idle. • Blinking green: The listened-on account is occupied. • Off: The SCA function is disabled.
Line Key assigned with the Busy Lamp Field (BLF) function	• Steady green: The listened-on account is idle. • Blinking green: The listened-on account is occupied. • Off: The BLF function is disabled.

2.3.3 Icons

Table 2-3 lists icons that may occur on the eSpace 7810 screen.

Table 2-3 Icons on the eSpace 7810 screen

No.	Icon	Description
1		This icon blinks when network connection failed.
2		Indicates a missed call.
3		Indicates an incoming call.
4		Indicates an outgoing call.
5	2aB	Indicates all input methods.
6	123	Indicates digital input.
7	abc	Indicates lower-case input.
8	ABC	Indicates upper-case input.
9		Indicates that a call is muted.
10		Indicates that a call is held.
11		Indicates a voice mailbox.
12		Indicates that the call forward function is enabled.
13	DND	Indicates that the DND function is enabled.
14	AA	Indicates that the auto answer function is enabled.
15		Indicates the handset mode.
16		Indicates the headset mode.
17		Indicates the hand-free mode.

2.3.4 External Ports
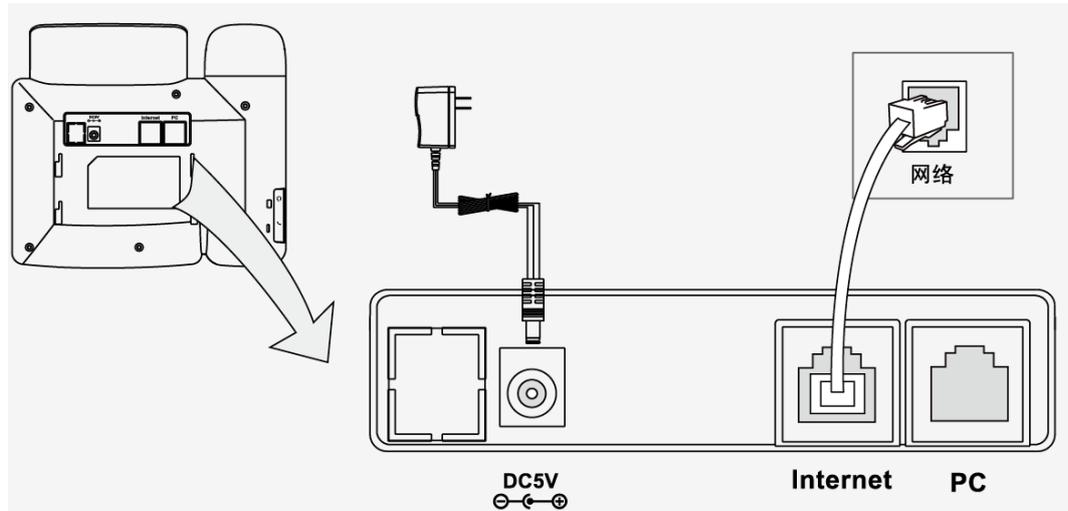
Table 2-4 lists external ports on eSpace 7810.

Table 2-4 External ports on eSpace 7810

Port	Description
DC5V	Connects the external power supply.
Internet	Connects the Local Area Network (LAN) or the public network.
PC	Connects a computer. When a computer uses this port to connect to eSpace 7810, eSpace 7810 functions as a Hub on the network.

2.3.5 Internal Ports
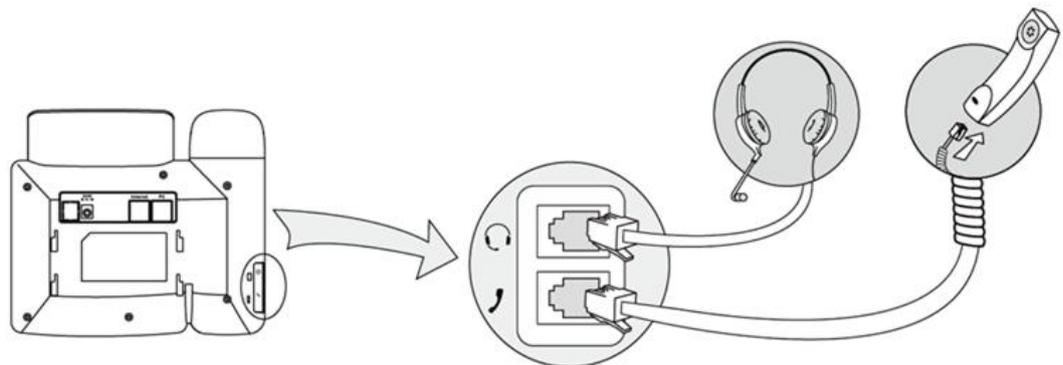
Table 2-5 lists internal ports on eSpace 7810.

Table 2-5 Internal ports on eSpace 7810

Port	Description
⌒	Connects a headset.
∫	Connects a handset.

2.4 Specifications

2.4.1 Hardware Specifications

Table 2-6 eSpace 7810 hardware specifications

Item	Description
LAN port (PC port)	10/100 Mbit/s self-adaptive
WAN port (Internet port)	10/100 Mbit/s self-adaptive
Power adapter	Input: 100 to 240 V AC Output: 5 V DC, 1.2 A
Power	2.6 W
LCD	2 x 15 dot-matrix LCD display
Size (mm)	185 x 200 x 90
Weight (kg)	0.77
Working temperature	0 ℃ to 40 ℃
Relative humidity	10% to 90%, no condensing
Authentication standard	FCC/CE/ROHS

2.4.2 Technical Specifications

Table 2-7 eSpace 7810 technical specifications

Item	Description
Line	2 straight-through lines
Voice quality	High-definition (HD) encoding, speaker, and handset
Protocol	SIP v1 (RFC2543), SIP v2 (RFC3261), IPv6, UDP/TCP/TLS, Out-of-band DTMF (RFC2833), In-band DTMF, SIP INFO DTMF, STUN client (NAT traversal), Rport (RFC3581), DNS SRV (RFC3263), Reliability of provisional responses (RFC3262), Offer/answer (RFC3264), Subscription

Item	Description
	for MWI events (RFC3265), Dialog-state monitoring (RFC4235), REFER (RFC3515), Event list subscription support (RFC4662)
Function key	6 navigation keys, 1 volume adjustment bar, and 9 special function keys (Message, headset, Transfer, Redial, Speaker, hold, Conference and Directory)
Voice feature	Full-duplex handset, speaker, and headset
	Advanced DSP technology
	Dynamic negotiation codec and voice effective load
	Voice encoding standards including G723, G726, G729, G722, PCMU, PCMA and iLBC.
	In-band and out-band DTMF transmitting
	Echo cancellation
	Sidetone cancellation with support of advanced jitter buffer, packet delay, and packet loss compensation
Technical feature	User-friendly GUIs, remote address book download, XML browser,
	call hold, call forward, DND, call transfer, call waiting, mute, redial, call history, volume control, calling number display, conference, prefix, dial after off-hook, and auto answer
Network configuration	Network configuration keys, LCD, Web page, or Advanced Encryption Standard (AES) encrypted configuration file
	Manual static network configuration and dynamic network configurations provided by the DHCP server
Software upgrade	Software upgrade using TFTP, FTP, HTTP, or HTTPS
	Dedicated Uniform Resource Locator (URL) for downloading the configuration file and upgrade file
Security guarantee	HTTPS (server/client), Transport Layer Security (TLS), SRTP (RFC3711), AES for encrypting AUTO-P configuration files

3 Configuring eSpace 7810

3.1 Configuration Using the LCD

When configuring functions of eSpace 7810, you must access the **Basic Settings** page or **Features** page first.

- To access the **Basic Settings** page, proceed as follows:
1. Press the soft key **Menu** in the standby state.
2. Select **[Settings]** and press the **OK** key.
3. Select **[Basic Settings]** and press the **OK** key.
- To access the **Features** page, proceed as follows:
1. Press the soft key **Menu** in the standby state.
2. Select **[Features]**and press the **OK** key.
- On any configuration page, press the up and down keys to select a configuration item.
- On any configuration page, press the soft key **Menu** to return to the previous menu.

3.1.1 Setting the Language

To modify the language on the eSpace 7810 LCD, proceed as follows:

1. Access the **Basic Settings** page.
2. Select **[Language]** and press the **OK** key.
3. Select a required language and press the **OK** key.

3.1.2 Setting the Time and Date

To set the time and date, proceed as follows:

1. Access the **Basic Settings** page.
2. Select **[Time & Date]** and press the **OK** key.
3. Select a setting mode as required.
    - SNTP Settings

      eSpace 7810 automatically obtains the Universal Time Coordinated (UTC) time from a dedicated NTP server. Use the up and down keys to set configuration items such as **Time Zone**, **NTPServer1/NTPServer2**, and **Daylight Saving**.

📖 **NOTE**

> To enable daylight saving, you must manually set related parameters on the Web page. Table 3-5 lists details about these parameters.

− Manual Setting

Use navigation keys and digital keys to manually set the time and date.

− DHCP Time

To enable DHCP time, use the left and right keys. After obtaining time offset from the DHCP server and UTC time from the NTP server, eSpace 7810 calculates the actual time.

📖 **NOTE**

> To make DHCP time take effect, configure that eSpace 7810 obtains the IP address in DHCP mode, enable DHCP time, and use SNTP to obtain UTC time.

4.   Press the soft key **Save**.

3.1.3 Setting Time Formats

eSpace 7810 allows users to set time and date formats as required. To set time and date formats, proceed as follows:

1.   Access the **Basic Settings** page.

2.   Select **[Time & Date]** and press the **OK** key.

3.   Select **[Time & Date]** and press the **OK** key.

4.   Select **[Clock]** and   use the left and right keys to switch between time formats **24 Hour** and **12 Hour**.

5.   Press the **OK** key.

3.1.4 Setting the Ring Tone

To set the ring tone, proceed as follows:

1.   Access the **Basic Settings** page.

2.   Select **[Ring Tone]** and press the **OK** key.

3.   Use the up and down keys to select a ring tone.

4.   Press the **OK** key.

If you want to cancel the setting, press the **X** key to return to the previous menu.

3.1.5 Setting the Volume

eSpace 7810 allows you to adjust the volume of the handset, speaker, headset, and ring tone.

To adjust the volume in the standby state, proceed as follows:

1.   Access the **Basic Settings** page.

2.   Select **[Phone Volume]** and press the **OK** key.

3.   Select an object, press the **OK** key, and use the volume adjustment bar or left and right key to adjust the volume.

4.   Press the **OK** key.

If you want to cancel the setting, press the **X** key to return to the previous menu.

During a conversation, the volume adjustment bar is used to adjust the volume of the current answer mode (handset, speaker, or headset).

In the standby or ringing state, the volume adjustment bar is used to adjust the volume for the ring tone.

3.1.6 Configuring the Call Forward Function

eSpace 7810 supports three call forward modes: **Always Forward**, **Busy Forward**, and **No Answer Forward**.

To configure the call forward function, proceed as follows:

1. Access the **Features** page.
2. Select **[Call Forward]** and press the **OK** key.
3. Select a call forward mode and press the **OK** key.
4. Press the right and left keys to enable or disable the call forward function.
5. Enter the forwarded-to number.

    If you set the call forward mode to **No Answer Forward**, you must set **After duration**.
6. Press the **OK** key.

To implement fast call forward, assign the call forward function to a DSS key. For details, see DSS Key.

3.1.7 Configuring the Call Waiting Function

When you are in a conversation and a new call comes, you can make the new call wait.

To configure the call waiting function, proceed as follows:

1. Access the **Features** page.
2. Select **[Call Waiting]** and press the **OK** key.
3. Select **[Call Waiting]** and press the right and left keys to enable or disable the call waiting function.
4. Select **[Play Tone]** and press the right and left keys to enable or disable the tone.
5. Press the **OK** key.

After configuring the call waiting function, register this function on the SIP server. To register the calling waiting function on the SIP server, proceed as follows:

1. Pick up the phone or press the key **Speaker**.
2. Enter ***58#**, and press the **OK** key.

eSpace 7810 plays an announcement indicating that the function has been registered successfully. The call waiting function takes effect.

3.1.8 Setting DSS Keys

eSpace 7810 provides Direct Station Selection (DSS) keys. You can assign various functions to DSS keys for using these functions quickly. DSS keys include line keys and programmable keys.

  📖 **NOTE**

   eSpace 7810 allows you to set line keys.

You can set DSS keys on the Web page. For details, see DSS Key.

To set line keys, proceed as follows:

1. Access the **Features** page.

2. Select **[DSS Keys]** and press the **OK** key.

3. Select a key to be configured and press the **OK** key.

4. Press the right and left keys to select a function, and set parameters based on the function that you select.

5. Press the **OK** key.

 NOTE

Settings vary according to the function that you select. Parameters and related settings are similar on the eSpace 7810 LCD and Web page. For details, see contents in Table 3-7 and Table 3-8.

3.1.9 Setting the Send Key

eSpace 7810 allows you to set a key such as the pound key (#) or star key (*) to the send key. By default, this function is disabled.

To set the send key, proceed as follows:

1. Access the **Features** page.

2. Select **[Key as Send]** and press the **OK** key.

3. Press the right and left keys to select a key, and set this key to the send key.

4. Press the **OK** key.

 NOTE

By default, the pound key (#) and star key (*) are set as SoftCo's service feature codes. If you set the pound key (#) or star key (*) as the send key, the SoftCo's service feature codes whose last digit is the pound key (#) or star key (*) will not be available.

3.1.10 Setting the Hot Line

The hot line function works when users pick up the handset or press the speaker key but do not dial any numbers or hang up within the preset duration.

To set the hot line, proceed as follows:

1. Access the **Features** page.

2. Select **[Hot Line]** and press **OK**.

3. Enter the hot line number and set hot line delay.

4. Press the **OK** key.

3.1.11 Configuring the DND Function

After the DND function is enabled, the icon is displayed on the screen, and all incoming calls will be rejected.

To configure the DND function, proceed as follows:

1. Access the **Features** page.

2. Select **[DND]** and press the **OK** key.

3. Press the right and left keys to enable or disable the DND function.

4. Press the **OK** key.

3.1.12 Configuring the History Setting Function

After you enable the history setting function,eSpace 7810 saves all call records.

To configure the history setting function, proceed as follows:

1. Access the **Features** page.
2. Select **[History Setting]** and press the **OK** key.
3. Press the right and left keys to enable or disable the History Setting function.
4. Press the **OK** key.

3.2 Configuration Using the Web Page

3.2.1 Establishing a Configuration Environment

Before accessing the Web configuration page, proceed as follows to establish a configuration environment and obtain eSpace 7810's IP address.

1. Obtain a PC that meets the following requirements:
   – Installs Ethernet adapters and supports TCP/IP.
   – Runs the Window 98 or later operating system.
   – Installs a Web browser such as Microsoft Internet Explorer 6.0 or later, Firefox, and Google.
   – Supports the resolution 800 x 600 or higher.
2. Press the **OK** key on eSpace 7810 to obtain the IP address.
   If the eSpace 7810's IP address cannot be obtained, contact the system administrator.
3. Connect eSpace 7810 and the PC to networks where they can communicate with each other.
   You can connect eSpace 7810 and the PC to a Hub or a switch. If there is no Hub or switch, connect the PC to the PC port on eSpace 7810.

3.2.2 Accessing the Web Configuration Page

To access the Web configuration page, proceed as follows:

1. Start the Web browser on the PC.
2. Enter the eSpace 7810's IP address in the address box, and press **Enter**.
3. Enter the user name and password (both **user** by default) and click **OK**, as shown in Figure 3-1.

Figure 3-1 Accessing the Web configuration page

3.2.3 Tab Pages on the Web Configuration Page

Tab pages on the Web configuration page are describes as follows:

- Status: displays information about eSpace 7810's network and version.
- Account: configures account registration or deregistration and some basic functions.
- Network: includes Internet (WAN) port and PC port.
- Phone: includes basic settings (such as date and time) and function settings.
- Contacts: configures information about address books.
- Upgrade: restarts eSpace 7810.
- Security: changes the password and uploads the trusted certificates and server certificates.

3.2.4 Status Tab Page

On the **Status** tab page, you can view eSpace 7810's network and version information, as shown in Figure 3-2.
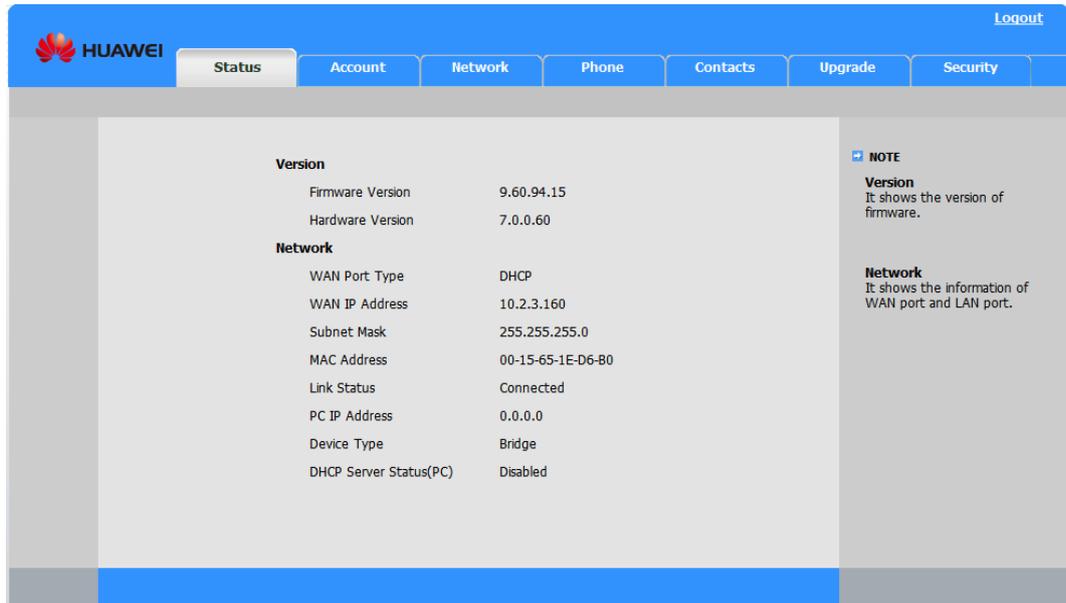
Figure 3-2 Status tab page

Table 3-1 lists parameters on the Status tab page
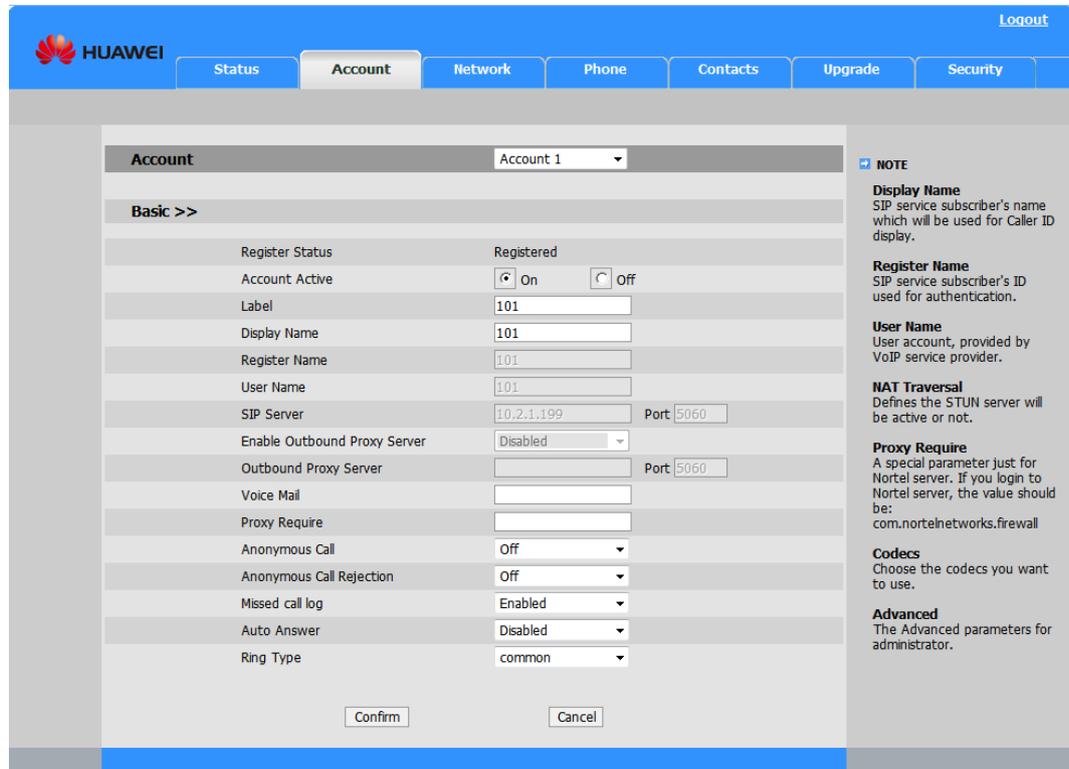
Table 3-1 Parameters on the Status tab page

Parameter	Description
Firmware Version	eSpace 7810 firmware version number. It is used to check the upgrade result.
Hardware Version	eSpace 7810 hardware version number.
WAN Port Type	Method of obtaining network information.
WAN IP Address	eSpace 7810's IP address.
Subnet Mask	eSpace 7810's subnet mask.
MAC Address	Unique hexadecimal ID of eSpace 7810. The MAC address is used when you configure eSpace 7810s in batches.
Link Status	Connection status of the WAN port.
PC IP Address	IP address of the LAN port.
Device Type	Connection type of the LAN port.
DHCP Server Status (PC)	DHCP service status of the LAN port. The options are Enabled and Disabled.

3.2.5 Account Tab Page

On the **Account** tab page, you can configure information for an eSpace 7810's account such as registration and deregistration, as shown in Figure 3-3.

Figure 3-3 Account tab page

Table 3-2 lists parameters on the Account tab page.

Table 3-2 Parameters on the Account tab page

Parameter	Description
Register Status	Status of the account that you select. The options are **Registered**, **Registering**, **DISABLE**, **Unknown**, and **Register Fail**.
Account Active	Indicates whether to activate the account. The default value is **Off**.
Label	Account name that is displayed on the standby LCD.
Display Name	Calling party name that is displayed on the LCD of the called party.
Register Name	Account name that is specified by the carrier. Only the administrator can set this parameter.
User Name	Account name that is specified by the VoIP service provider. The value is similar to a phone number or is a phone number.

Parameter	Description
	Only the administrator can set this parameter.
SIP Server	IP address or domain name of the SIP server that is specified by the VoIP service provider. Only the administrator can set this parameter.
Enable Outbound Proxy Server	Indicates whether to enable the outbound proxy server. This parameter is available when the firewall or NAT is deployed and can be set only by the administrator.
Outbound Proxy Server	IP address or domain name of the outbound proxy server. The outbound proxy server helps signals and media data pass the firewall or implement NAT traversal. Only the administrator can set this parameter.
Voice Mail	Voice mailbox access code. After setting this parameter, you can press the **Messages** key to connect to the voice mailbox server.
Proxy Require	Parameter for the Nortel platform. If IP phones register with the Nortel platform, this parameter is mandatory. The parameter value is fixed at **com.nortelnetworks.firewall**. If the parameter value is incorrect, contact Nortel for help.
Anonymous Call	Indicates whether to enable the anonymous call function. • If you select **On**, the user name and phone number corresponding to an account are not displayed on the called party's phone if you use this account to make a call. • If you select **Off**, the user name and phone number corresponding to an account are displayed on the called party's phone if you use this account to make a call.
Anonymous Call Rejection	Indicates whether to enable the anonymous call rejection function. • If you select **On**, an anonymous call made to this account is rejected. • If you select **Off**, anonymous calls made to this account are received.
Missed call log	Indicates whether to record missed calls. If you select **Disabled**, eSpace 7810 does not record calls that you miss.
Auto Answer	Indicates whether to enable auto answer. If you select **Enabled**, incoming calls are automatically connected for the current account.
Ring Type	Ring tone of the current account.

3.2.6 Network Tab Page

Internet Port (WAN)

Figure 3-4 shows the **Internet Port (WAN)** area on the **Network** tab page.

Figure 3-4 Internet Port (WAN) area

Table 3-3 lists parameters in the **Internet Port (WAN)** area.

Table 3-3 Parameters in the Internet Port (WAN) area

Parameter	Description
DHCP	If you select the **DHCP** check box, eSpace 7810 automatically attempts to connect to the DHCP server for obtaining resources such as the IP address, subnet mask, gateway, and DNS server information.
Static IP Address	If you click the **Static IP address** option button, you must manually set network parameters. For details about these parameters, contact the network administrator.
IP Address	eSpace 7810's IP address.
Subnet Mask	eSpace 7810's subnet mask.
Default Gateway	Default gateway of eSpace 7810.
Primary DNS	IP address of the primary DNS server.
Secondary DNS	IP address of the secondary DNS server.
PPPoE	you can connect eSpace 7810 to the network in PPPoE mode. For details about the user name and password, contact the network service provider.

Parameter	Description
User	User name that is specified by the network service provider.
Password	Password that is specified by the network service provider.

PC Port

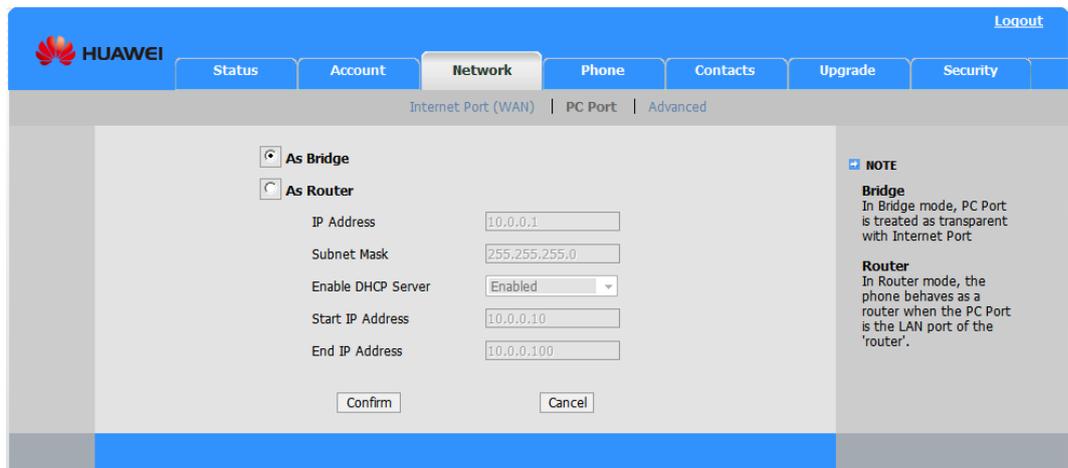Figure 3-5 shows the **PC Port** area on the **Network** tab page.

Figure 3-5 PC Port area

Table 3-4 lists parameters in the **PC Port** area.

Table 3-4 Parameters in the PC Port area

Parameter	Description
As Bridge	If you select the **As Bridge** check box, the PC port works in bridge mode.
As Router	If you select the **As Router** option button, eSpace 7810 functions a router, and you must set related parameters. For details about these parameters, contact the network administrator.
IP Address	IP address of eSpace 7810 when it functions as a router.
Subnet Mask	Subnet mask of eSpace 7810 when it functions as a router.
Enable DHCP Server	Indicates whether to enable the DHCP function.
Start IP Address	Start IP address in the DHCP server address pool.
End IP Address	End IP address in the DHCP server address pool.

3.2.7 Phone Tab Page

Preference

Figure 3-6 shows the **Preference** area on the **Phone** tab page

Figure 3-6 Preference area

Table 3-5 lists parameters in the **Preference** area

Table 3-5 Parameters in the Preference area

Parameter	Description
WEB Language	Language displayed on Web pages.
DHCP Time	Indicates whether to obtain time offset from the DHCP server.
Time Zone	Local time zone.
Primary NTP Server	IP address of the primary NTP server that provides the UTC time.
Secondary NTP Server	IP address of the secondary NTP server that provides the UTC time.

Parameter	Description
Update Interval(seconds)	Interval at which eSpace 7810 obtains the UTC time from the NTP server.
Daylight Saving Time	Mode of enabling the Daylight Saving Time (DST).
Fixed Type	Mode of setting the DST. This parameter is available when you set **Daylight Saving Time** to **Manual**.
Start Time	Start time of the DST. This parameter is available when you set **Daylight Saving Time** to **Manual**.
End Time	End time of the DST. This parameter is available when you set **Daylight Saving Time** to **Manual**.
Offset(minutes)	Time offset of the DST. This parameter is available when you set **Daylight Saving Time** to **Manual**.
Manual Time	Indicates whether to enable manual time setting.
Time Format	Format in which time is displayed. The options are **12 Hour** and **24 Hour**.
Live Dialpad	Indicates whether to enable automatic call for the number that you enter on the standby LCD. The options are: • **Enabled**: eSpace 7810 automatically calls an entered number after the duration specified by **Inter Digit Time**. • **Disabled**: eSpace 7810 returns to the standby state 14 seconds after you dial a number.
Inter Digit Time(1~14)(seconds)	Delay of an automatic call to the number that you dial.
Flash Hook Time(<800ms)	Duration when the hookflash key is held down. • A call is released if you hold down the flashhook key for the time equal to or longer than the time specified by this parameter. • A call is held if you hold down the flashhook key for the time shorter than the time specified by this parameter.
Keyboard Lock	Indicates whether to lock certain keys. The options are: • **Disabled**: Do not lock the Keyboard. • **Menu Key**: Lock the menu key only. • **Function Keys**: Lock function keys only. • **All Keys**: Lock all keys. • **Lock&Answer**: Lock all keys and answer calls automatically. To unlock a key, press **Menu** and enter the password **admin**.

Parameter	Description
Ring Type	eSpace 7810's ring tone.
Upload Ringtone	Ring tone file that you upload. Click **Browse** to select a .wav file whose size does not exceed 100 KB, and click **Upload**.

Features

Figure 3-7 shows the Features area on the Phone tab page

Figure 3-7 Features area

Figure 3-7 lists parameters in the **Features** area.

Table 3-6 Parameters in the Features area

Parameter	Description
Forward	Configures the call forward function. Call forward types include **Always**, **Busy**, and **No Answer**.
Always	Indicates whether to always enable the call forwarding function. If you select **On**, eSpace 7810 forwards all incoming calls to a preset number.
Target	Number that incoming calls are forwarded to.
On Code	Code for enabling the always forwarding function. After eSpace 7810 sends this code to the PBX, the always forwarding function is enabled.
Off Code	Code for disabling the always forwarding function. After eSpace 7810 sends this code to the PBX, the always forwarding function is disabled.
Busy	Indicates whether to enable the busy forwarding function. If you select **On**, eSpace 7810 forwards incoming calls to the preset number when eSpace 7810 is in a conversation and does not enable the call waiting function.
Target	Number that incoming calls are forwarded to.
On Code	Code for enabling the busy forwarding function. After eSpace 7810 sends this code to the PBX, the busy forwarding function is enabled.
Off Code	Code for disabling the busy forwarding function. After eSpace 7810 sends this code to the PBX, the busy forwarding function is disabled.
No Answer	Indicates whether to enable the no answer forwarding function. If you select **On**, eSpace 7810 forwards incoming calls to the preset number when they are not answered within the preset duration.
After Ring Time(seconds)	Maximum no-answer duration to forward incoming calls.
Target	Number that incoming calls are forwarded to.
On Code	Code for enabling the no answer forwarding function. After eSpace 7810 sends this code to the PBX, the no answer forwarding function is enabled.
Off Code	Code for disabling the no answer forwarding function. After eSpace 7810 sends this code to the PBX, the no answer forwarding function is disabled.
General Information	Configures eSpace 7810's basic functions.
Call Waiting	Indicates whether to enable the call waiting function.
Call Waiting Tone	Indicates whether to plays a prompt tone when a new call comes during a conversation. This parameter is available when the call waiting function is enabled.

Parameter	Description
Auto redial	Indicates whether to automatically redial a number if a call attempt fails.
Auto redial interval(1~300s)	Duration between two consecutive redials. This parameter is available when the auto redial function is enabled.
Auto redial times(1~300)	Number of auto redial times. This parameter is available when the auto redial function is enabled.
Key As Send	Indicates whether to enable the send key.
Button Sound	Indicates whether to enable the keypad tone.
Send Sound	Indicates whether to enable the dial tone for the send key.
Hotline Number	Hotline number that eSpace 7810 automatically connects to if you do not dial a number or perform any other operations within the hotline delay time after picking up the handset or pressing the hands-free key to enter the dial screen.
Hotline Delay	Delay of making a call to the hotline number.
ReDialTone	Number that will not cancel the dial tone after it is entered.
Emergency	Number that you can make a call to even if you lock all keys.
Busy Tone Delay(seconds)	Delay of playing the busy tone when the called party hangs up.
Ringer Device for Headset	Ringing device when a call comes. The options are headset and speaker.
Headset Send Volume(1~53)	Volume of the headset.
Return code when refuse	Message that eSpace 7810 sends to the calling party when eSpace 7810 rejects the call.
Return code when DND	Message that eSpace 7810 sends to the calling party when eSpace 7810 enables the DND function.
DND On Code	Code for enabling the DND function. After eSpace 7810 sends this code to the SIP server, the DND function is enabled.
DND Off Code	Code for disabling the DND function. After eSpace 7810 sends this code to the SIP server, the DND function is disabled.
Semi-Attend Transfer	Indicates whether to enable the semi-attend transfer. The options are: • **Enabled**: If you press the **Transfer** key when there is an incoming call from a third party, your number is displayed on the third party's terminal. • **Disabled**: If you press the **Transfer** key when there is an incoming call from a third party, the number of the party to whom you want to transfer this call is displayed on the third party's terminal. For details about how to set call transfer, see 4.6 Call Transfer.

Parameter	Description
Blind Transfer OnHook	• Indicates whether to enable the blind transfer function. • **Enabled**: The blind transfer function is enabled. • **Disabled**: The blind transfer function is disabled, and eSpace 7810 can receive calls properly. For details about how to set call transfer, see 4.6 Call Transfer.
Attend Trans OnHook	• Indicates whether to enable the consult transfer function. • **Enabled**: The consult transfer function is enabled. • **Disabled**: When you press the **Transfer** key after the call with the third party ends, the original call cannot be transferred to the third party. The screen showing that the original call is being held is displayed. For details about how to set call transfer, see 4.6 Call Transfer.
Transfer on Conference Hang up	Indicates whether to retain the connection between the other two parties in a three-party conference when the conference initiator hangs up. • **Enabled**: When a conference initiator hangs up, the other two parties can talk normally. • **Disabled**: When a conference initiator hangs up, the other two parties' calls end automatically.
Time Out for Dial-now Rule	Delay of making a call automatically when the dial-now rule is used.
Use Logo	Indicates whether to use the logo. Only text logos are supported.
Text Logo	Content of a text logo.

DSS Key

In the **DSS Key** area, you can set **Line Key** and **Programmable Key**.

Line keys

Users can also assign functions, for example, speed dial to a line key. Figure 3-8 shows line key settings.

Figure 3-8 Setting line keys
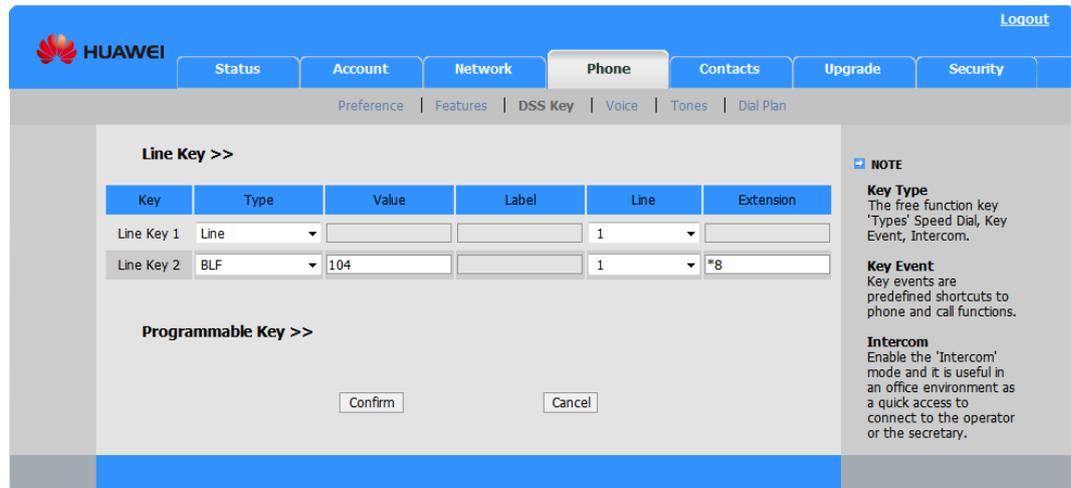
Table 3-7 lists parameters on both the eSpace 7810 screen and Web configuration page.

Table 3-7 Parameters on both the eSpace 7810 screen and Web page

Phone Screen	Web Page	Description
Type Key Type	Type	Function that you assign to a line key.
Label	Label	Name of the function that you defined. This parameter is dimmed.
Value	Value	Setting based on the functions that you assign. For example, if you assign the speed dial function to a line key, enter the speed dial number in the **Value** text box.
Account ID Local Group	Line	Account that you configure a function for, or group's address book that you enable.
Extension	Extension	Extension number. This parameter is available for the BLF function only.

Table 3-8 lists functions of line keys.

Table 3-8 Functions of line keys

Web Page	Phone Screen	Description	Setting		
			Value	Line	Extension
Line	Line	Functions as a line key.	This parameter is dimmed.	Select **Auto** or **Line 1** to **Line 2**.	This parameter is dimmed.
Speed Dial	Speed Dial	Connects to a preset speed dial number.	Enter the speed dial number.	Select **Auto** or **Line 1** to **Line 2**.	You do not need to set this parameter.
BLF	BLF	Listens on a number. When the BLF function is enabled, you can know the real-time status of the listened on number, such as idle, ringing, or talking.	Enter the number to be listened on.	Select **Line 1** to **Line 2**	Enter a function code. For details about function codes, contact your system administrator.
Voice Mail	Voice Mail	Obtains voice messages.	Enter the code for connecting to a voice mailbox.	Select **Line 1** to **Line 2**	This parameter is dimmed.
Pick Up	Pick Up	Picks up calls for a preset number.	Enter the function code and pickup number in the format *11*TN#. Here, TN is the pickup number.	Select **Line 1** to **Line 2**	This parameter is dimmed.
Group Pickup	Group Pickup	Picks up calls in a group.	Enter the group pickup code *11#.	Select **Auto** or **Line 1** to **Line 2**.	This parameter is dimmed.
Call Park	Call Park	Parks calls for another account on eSpace 7810 when the current account is busy.	Enter an account that calls are parked for, for example, 123.	Select **Line 1** to **2**	This parameter is dimmed.

Web Page	Phone Screen	Description	Setting		
			Value	Line	Extension
		Alternatively, connects to a preset speed dial number when eSpace 7810 is in standby state.			
DTMF	DTMF	Simplifies the second dialing. If a number is dialed frequently at the second dialing stage, the number can be set for a line key, which improves work efficiency.	Enter a number that is frequently dialed at the second stage.	This parameter is dimmed.	This parameter is dimmed.
Prefix	Prefix	Specifies the same prefix of numbers that you often dial. The prefix is displayed on the eSpace 7810 screen when you press this key.	Enter the prefix.	This parameter is dimmed.	This parameter is dimmed.
Local Group	Local Dir	Views the local address book quickly.	This parameter is dimmed.	Select **Contacts** (containing all local numbers) or a group if any.	This parameter is dimmed.
Conference	Conf	Sets up a conference during a conversation.	This parameter is dimmed.	This parameter is dimmed.	This parameter is dimmed.
Forward	Forward	Forwards calls. The call forward function	Enter the number that calls are forwarded to.	This parameter is dimmed.	This parameter is dimmed.

Web Page	Phone Screen	Description	Setting		
			Value	Line	Extension
		varies according to eSpace 7810 status. In the standby state ● Forward incoming calls to the number in the **Forward to** text box under **Always Forward** when **Forward to** has been set. ● Access the **Always Forward** page when **Forward to** under **Always Forward** is left blank. In the ringing state ● Forward incoming calls to the number in the Value text box when **Value** has been set. ● Access the **Forwarde d To** page when **Value** is left blank.			

Web Page	Phone Screen	Description	Setting		
			Value	Line	Extension
Transfer	Transfer	Transfers calls.	If this parameter is left blank, this key functions as the transfer key. If this parameter is set to a number, press this key to transfer a call to the preset number.	This parameter is dimmed.	This parameter is dimmed.
Hold	Hold	Holds calls.	This parameter is dimmed.	This parameter is dimmed.	This parameter is dimmed.
DND	DND	Functions as the DND key.	This parameter is dimmed.	This parameter is dimmed.	This parameter is dimmed.
Redial	Redial	Accesses the **Dialed** page in the standby state.	This parameter is dimmed.	This parameter is dimmed.	This parameter is dimmed.
Call Return	Call Return	Calls back the last calling party.	This parameter is dimmed.	This parameter is dimmed.	This parameter is dimmed.
Paging	Paging	Enables the broadcast function. You need a VoIP PBX server where a paging group is configured to support the broadcast function. After you press this key, numbers in the paging groups are connected.	Set numbers in the paging group.	Select **Auto** or **Line 1** to **2**.	This parameter is dimmed.
Group	Group	Functions as	This	This	This

Web Page	Phone Screen	Description	Setting		
			Value	**Line**	**Extension**
Listening	Listening	the group listening key. During a conversation in the handset mode, after you press this key, the handset and speaker play voices, but the peer party can hear the voices only from the handset. During a conversation in the headset mode, after you press this key, the headset and speaker play voices, but the peer party can hear the voices only from the headset.	parameter is dimmed.	parameter is dimmed.	parameter is dimmed.
Public Hold	Public Hold	Is used for SCA group members to pause or resume a conversation.	This parameter is dimmed.	This parameter is dimmed.	This parameter is dimmed.
Private Hold	Private Hold	Is used for SCA group members to pause or resume a conversation. Only the member who pauses the conversation can resume it.	This parameter is dimmed.	This parameter is dimmed.	This parameter is dimmed.
Share	Shared	Shares an account.	Enter the SCA account	Select an account that	This parameter is

Web Page	Phone Screen	Description	Setting		
			Value	Line	Extension
Line	Line	Members who share the same account can monitor the account use among each other.	URL, for example, 2413333601_1@64.215.212.70.	registers the SCA function.	dimmed.

Programmable keys

Programmable keys including navigation keys and function keys are configured to define key functions in the idle state. For example, if you change the function of the up key from the call record function (default) to the DND function, the DND function is enabled when you press this key in the standby state.

Figure 3-9 shows the programmable key settings.
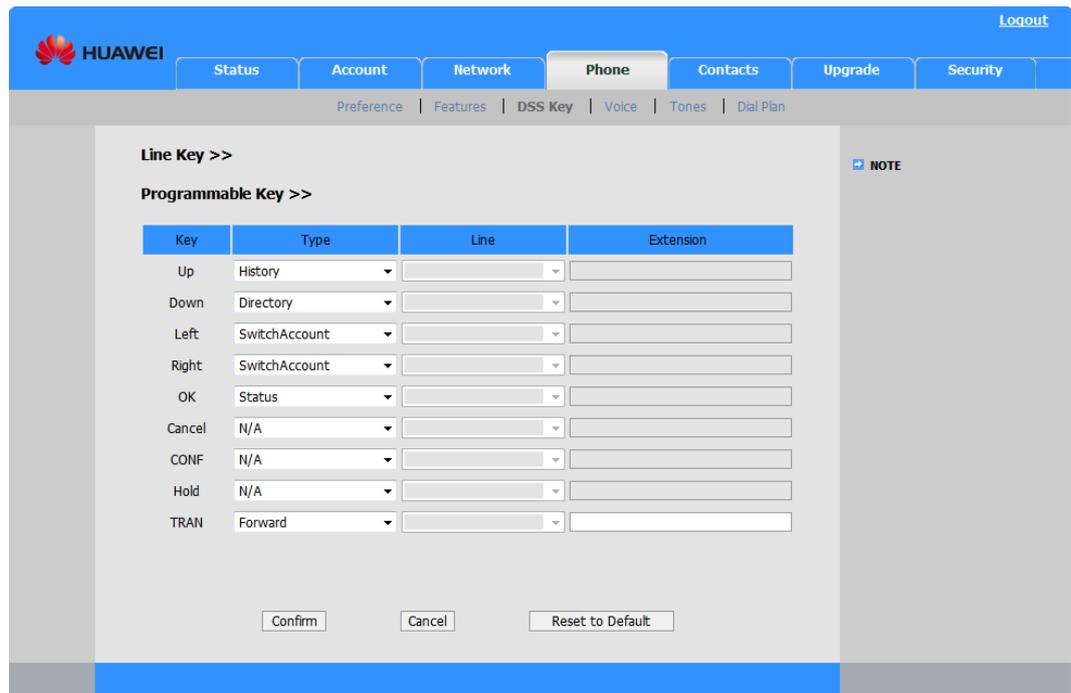
Figure 3-9 Programmable key settings

Table 3-9 lists parameters about programmable keys.

Table 3-9 Parameters about programmable keys

Type	Description	Setting	
		Line	**Extension**
N/A	Assigns no function.	This parameter is dimmed.	This parameter is dimmed.
Directory	Displays address books, including the local address book and remote address book.	This parameter is dimmed.	This parameter is dimmed.
History	Views call records.	This parameter is dimmed.	This parameter is dimmed.
DND	Functions as the DND key.	This parameter is dimmed.	This parameter is dimmed.
Menu	Accesses the **Main Menu** page quickly.	This parameter is dimmed.	This parameter is dimmed.
SwitchAccount	Switches accounts that are registered on eSpace 7810.	This parameter is dimmed.	This parameter is dimmed.
Forward	Forwards calls. In the standby state • Function as the call forward switch when not all the **Forwarded To** parameters of the three forward types are left blank. • Access the call forward configuration page when all the **Forwarded To** parameters of the three call forward types are left blank.	This parameter is dimmed.	This parameter is dimmed.
Redial	Accesses the **Dialed** page in the standby state.	This parameter is dimmed.	This parameter is dimmed.
Call Return	Calls back the last calling party.	This parameter is dimmed.	This parameter is dimmed.
Pick Up	Picks up calls for a	Select **Line 1** to **Line 2**.	Enter the function code

Type	Description	Setting	
		Line	Extension
	preset number.		and the pickup number, for example, *83123. In *83123, *83 is the function code indicating call pickup, and **123** is the pickup number.
Status	Accesses the **Status** page.	This parameter is dimmed.	This parameter is dimmed.
Speed Dial	Function as the speed dial key.	Select **Auto** or **Line 1** to **Line 2**.	Enter the speed dial number.
Local Group	Views numbers of a group in the local address book.	Select **Contacts** or a group if any.	This parameter is dimmed.
Local PhoneBook	Views groups in the local address book.	This parameter is dimmed.	This parameter is dimmed.

Voice

In the **Voice** area, you can set voice-related parameters, as shown in Figure 3-10.

Figure 3-10 Setting voice-related parameters
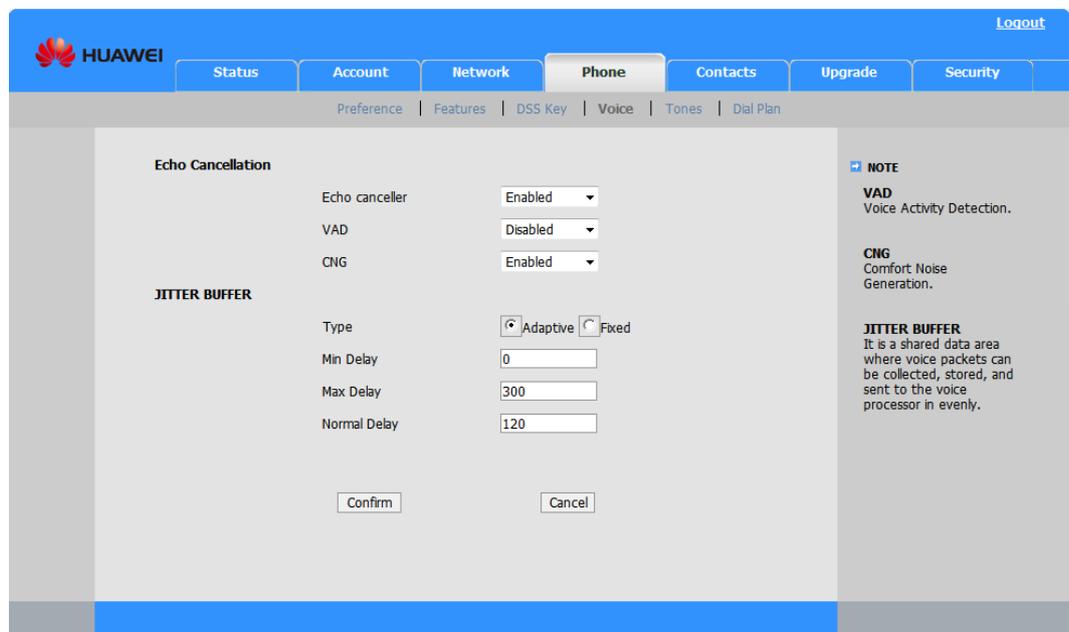
Table 3-10 lists parameters in the **Voice** area on the **Phone** tab page.

Table 3-10 Parameters in the Voice area

Parameter	Description
Echo Cancellation	Configuration about echo cancellation.
Echo canceller	Indicates whether to enable the echo canceler.
VAD	Indicates whether to enable the Voice activity detection (VAD).
CNG	Indicates whether to enable the Comfort Noise Generator (CNG).
JITTER BUFFER	Configuration about the jitter buffer. Voice packages can be collected, stored, and sent to the voice processor.
Type	Type of the jitter buffer.
Min Delay	Minimum delay.
Max Delay	Maximum delay.
Normal Delay	Normal delay.

Tones

In the **Tones** area, you can select preset tones or define new tones, as shown in Figure 3-11.

Figure 3-11 Setting tones
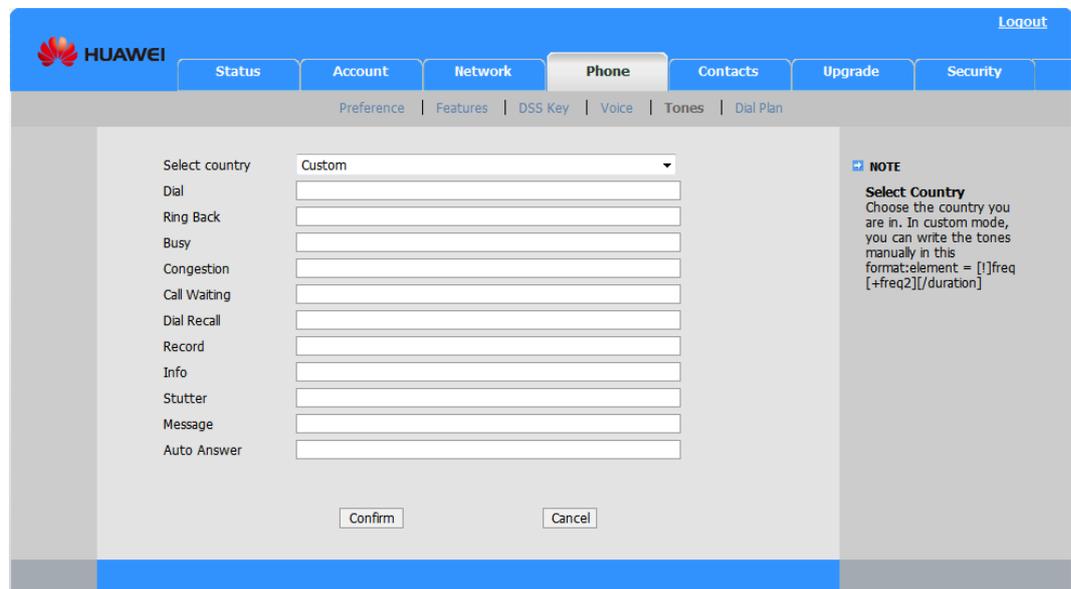
Table 3-11 lists parameters in the **Tones** area.

Table 3-11 Parameters in the Tones area

Parameter	Description
Select country	Country that has custom signal tones.
Dial	Dial tone that is played after you pick up the phone or press the **SPK** key.
Ring Back	RBT that is played when the called phone rings.
Busy	Busy tone that is played when an outbound call failed or the current account cannot make outgoing calls.
Congestion	Prompt tone that is played when the network is congested.
Call Waiting	Prompt tone that is played when a call comes during a conversation.
Dial Recall	Prompt tone that is played after you hold a call for one minute.
Record	Prompt tone that is played when a conversation starts to be recorded.
Info	Announcement, for example, the number is out of service.
Stutter	Prompt tone that is played when a voice message is received.
Auto Answer	Prompt tone that is played when a call is answered automatically.

Dial Plan

eSpace 7810 supports the following rules:

- Replace rule: eSpace 7810 allows you to replace a complex number with a simple number. For example, after you replace 0123 with 12, eSpace 7810 makes a call to 0123 after you enter 12.

Figure 3-12 Setting the replace rule
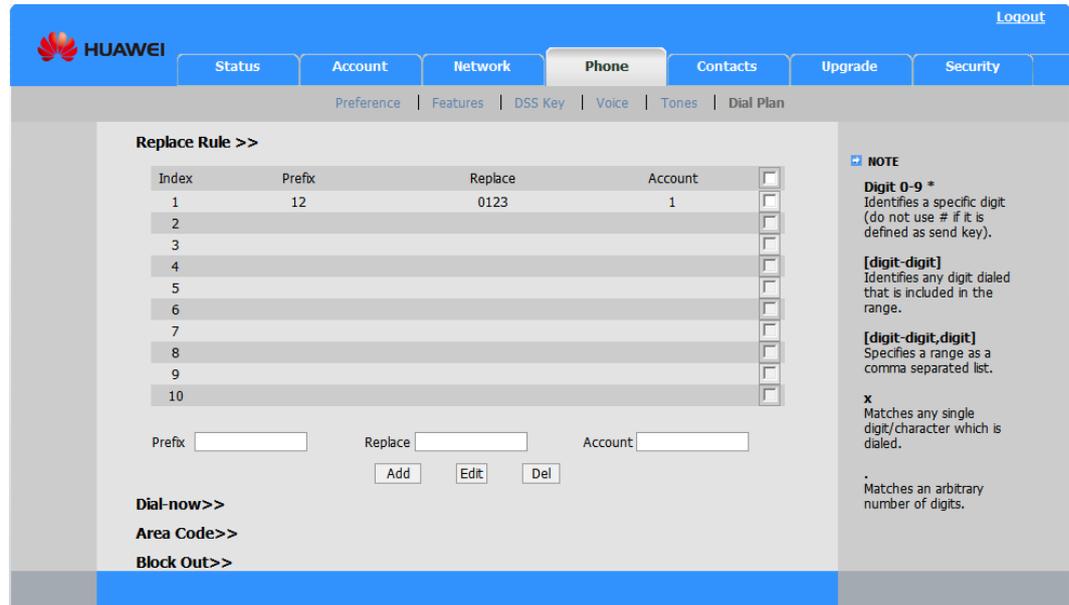
- Dial-now rule: After you enable this rule, eSpace 7810 makes a call as soon as you enter the preset number. For example, if you set **Dial-now** Rule to **0147**, eSpace 7810 makes a call to 0147 immediately after you enter 0147.

Figure 3-13 Setting the dial-now rule
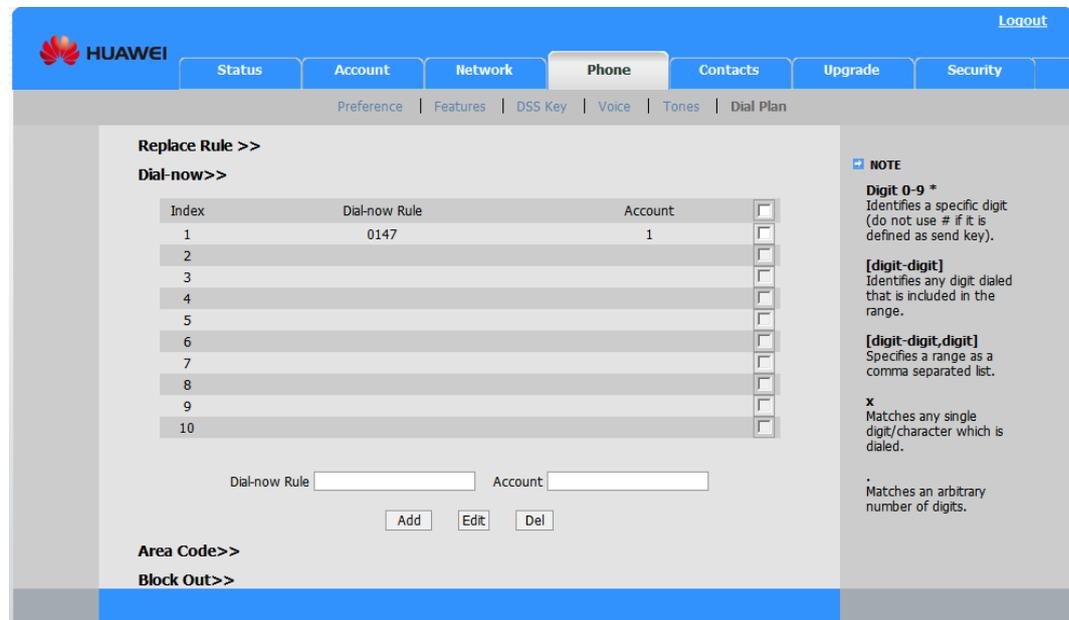
- Area code rule: After you enable this rule, eSpace 7810 automatically prefixes the number that you enter with an area code if the number length meets the requirement. Assume that **Code** is set to **010**, **Min Length(1-15)** is set to **2**, and **Max Length(1-15)** is set to **5**. After you enter 1234, eSpace 7810 makes a call to 0101234.

Figure 3-14 Setting the area code rule
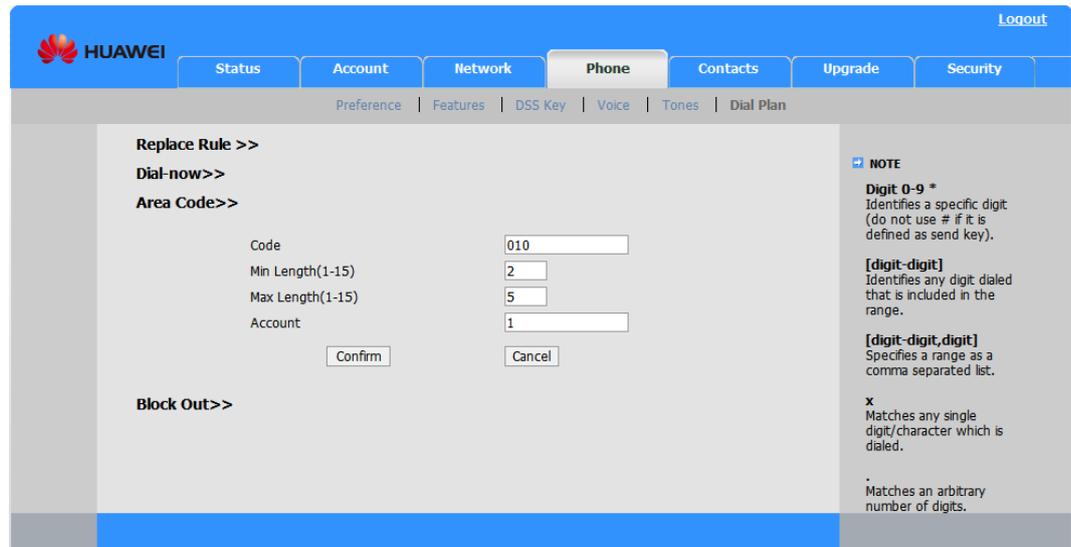
● Block out rule: After you enable this rule, eSpace 7810 forbids anyone to make a call to the blocked number. For example, if you set the blocked number to **123456** for the account 1, eSpace 7810 forbids you to use account 1 to make a call to number **123456**.

Figure 3-15 Setting the block out rule
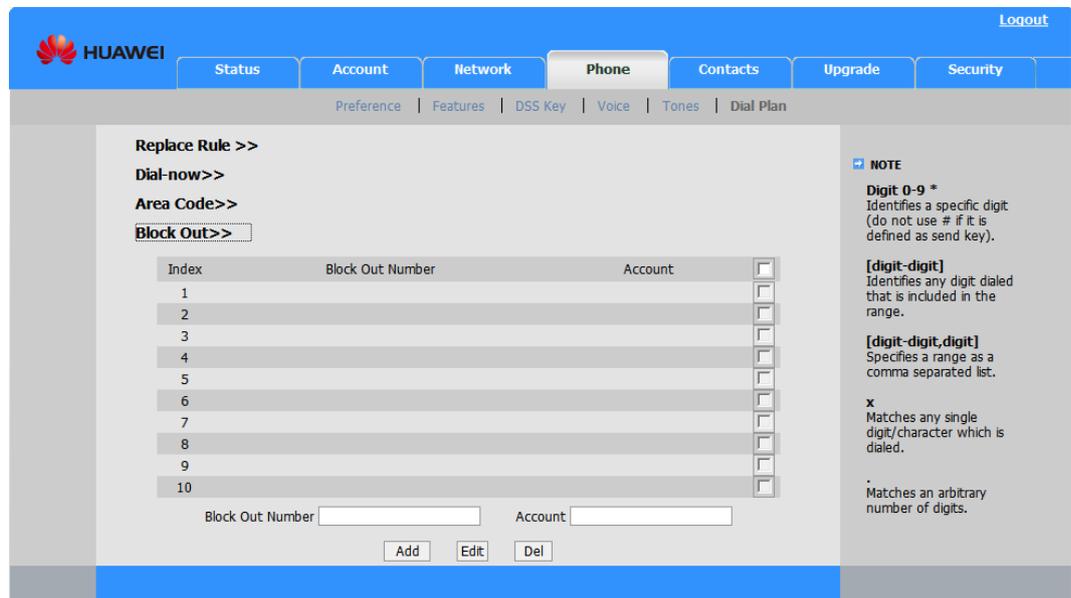
3.2.8 Contacts Tab Page

Local PhoneBook

In the **Local PhoneBook** area, you can add, modify, and delete contacts or contact groups, or move contacts to the blacklist.

Figure 3-16 Local Phonebook area
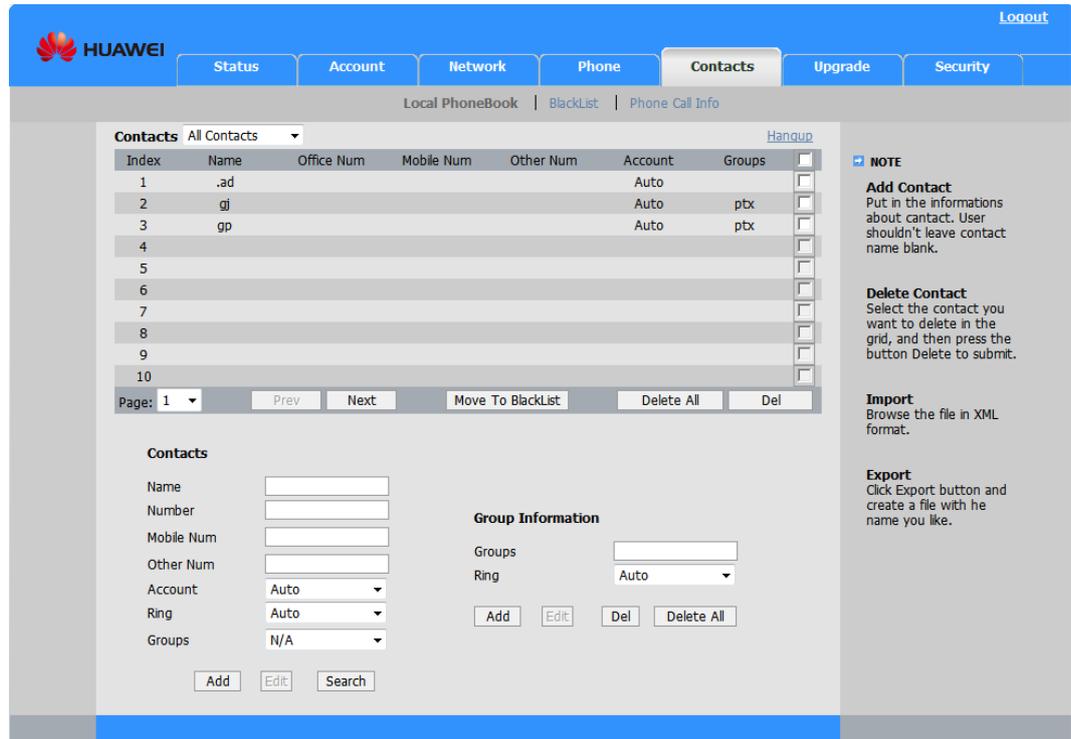
BlackList

In the **BlackList** area, you can query, add, modify, and delete contacts in the blacklist, or move contacts from the blacklist.

Figure 3-17 BlackList area

3.2.9 Upgrade Tab Page

On the **Upgrade** tab page, you can restart eSpace 7810.

To restart eSpace 7810, click **Reboot** and click **OK** in the confirm dialog box that is displayed.

Figure 3-18 Upgrade page

3.2.10 Security Tab Page

Password

You can change a password in the **Password** area. To change a password, enter the old password once and the new password twice.
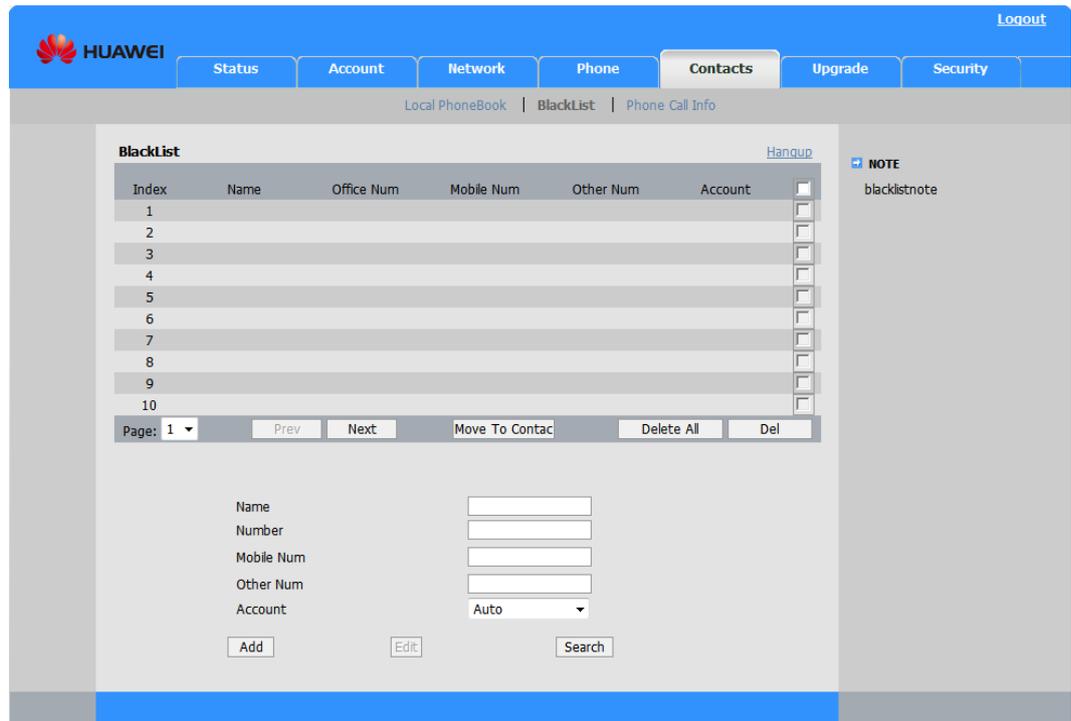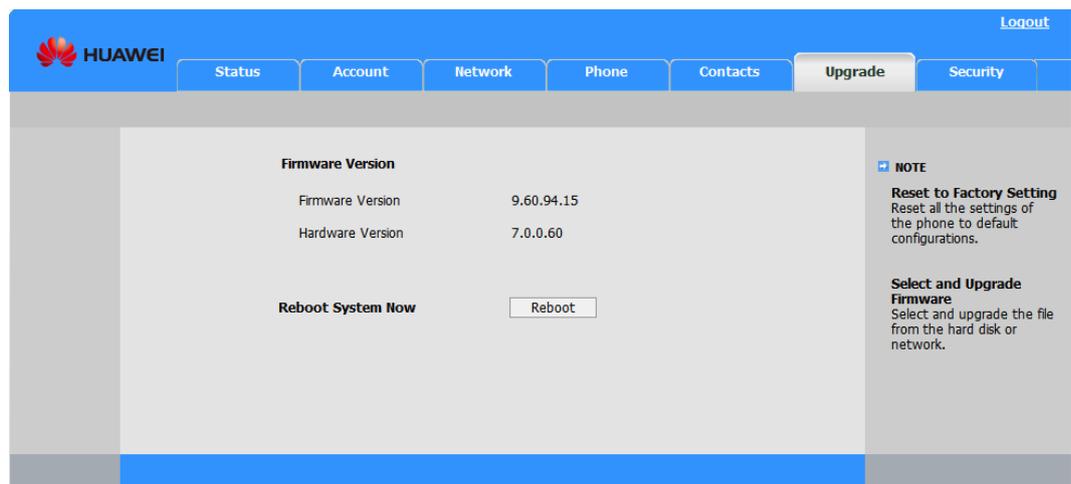
Figure 3-19 Changing a password

Trusted Certificates

eSpace 7810 uses certificates to check whether the server is reliable. When eSpace 7810 initiates an SSL connection, eSpace 7810 functions as the client to check the server reliability.

To upload a trusted certificate, proceed as follows:

1. Click **Browse** in the **Trusted Certificates** area and select a trusted certificate in the dialog box that is displayed.
2. Click **Upload**.
3. Select an option from **Only Accept Trusted Certificates**.
    –   If you select **Enabled**, the imported root certificate is used to verify the signature in the certificate on the server. If the verification fails, the communication between eSpace 7810 and the server stops.
    –   If you select **Disabled**, eSpace 7810 communicates with the server regardless of whether the server has a trusted certificate or whether the trusted certificate is correct.

Figure 3-20 Importing a trusted certificate
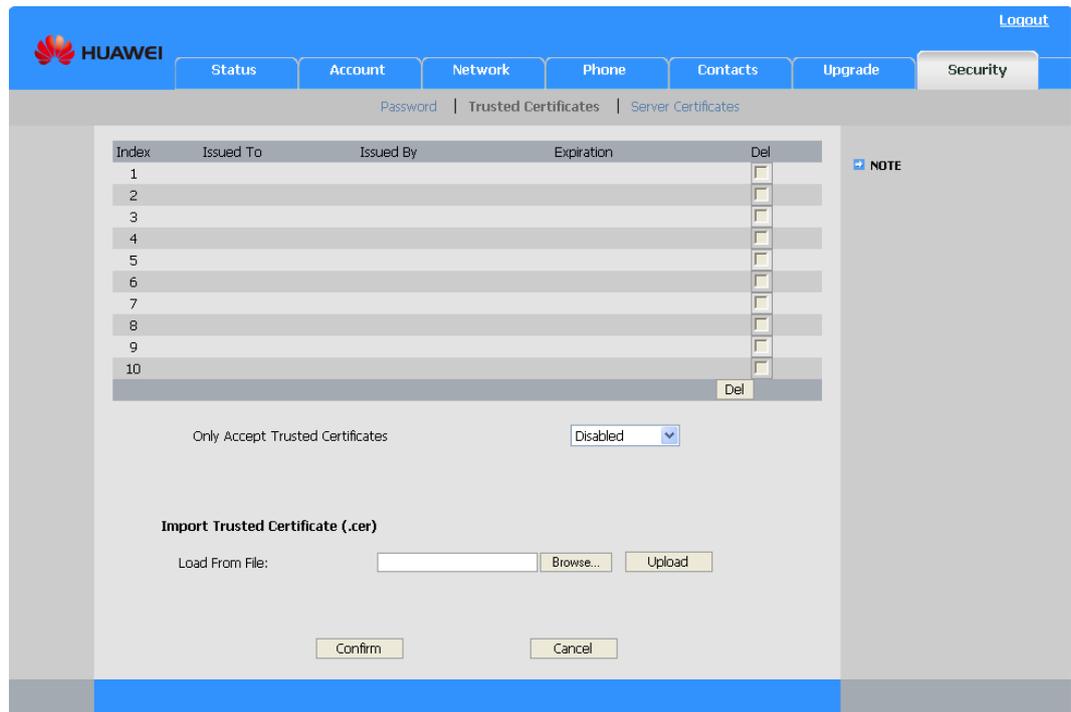
Server Certificates

When you access the Web page for eSpace 7810 using HTTPS, eSpace 7810 functions as the server to send a trusted certificate to the browser.

To upload a server certificate, proceed as follows:

1. Click **Browse** in the **Server Certificates** area and select a server certificate in the dialog box that is displayed.
2. Click **Upload**.

Figure 3-21 Uploading a server certificate
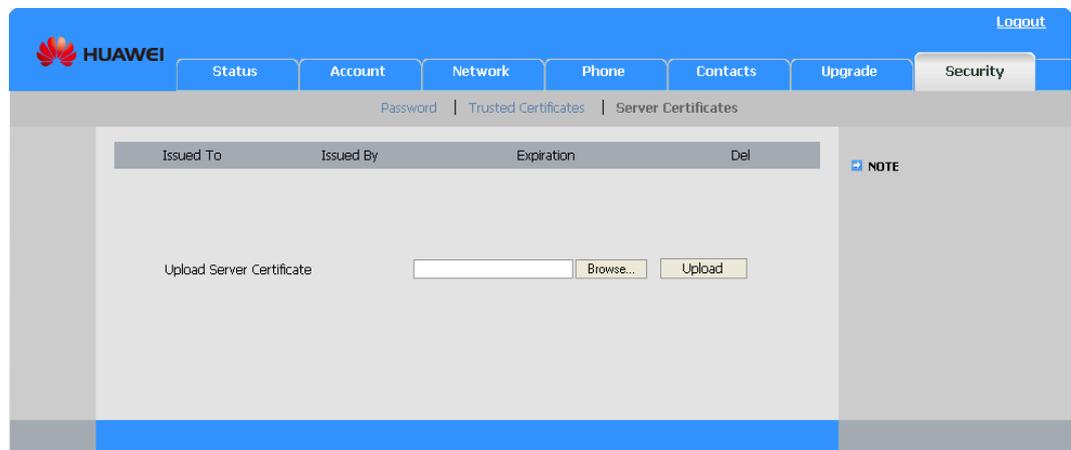
3.2.11 Saving Settings

Click the **Submit** button on the lower-part of a page after setting is complete.

4 Using eSpace 7810

4.1 Overview

4.1.1 Call Type

eSpace 7810 supports only audio calls.

4.1.2 Answer Mode

eSpace 7810 supports the following answer modes: handset, hand-free, and headset.

These answer modes are switched as follows:

- The **SPK** key is used to switch the handset mode and hand-free mode.
- The **Headset** key is used to switch the handset mode and headset mode.
- Both the **SPK** key and the **Headset** key are used to switch the hand-free mode and headset mode.

4.1.3 Group Listening

You can assign the group listening function to a DSS key. For details, see DSS Key.

- During a conversation in the handset mode, after you press the group listening key, the handset and speaker play voices, but the peer party can hear the voices only from the handset.
- During a conversation in the headset mode, after you press the group listening key, the headset and speaker play voices, but the peer party can hear the voices only from the headset.

4.1.4 Multiple Accounts

eSpace 7810 supports six independent SIP accounts. If multiple accounts are enabled, corresponding account names are displayed on the standby screen.

You can press left and right keys to select an account. After an account is selected, the dial page of the corresponding account will be displayed on the screen.

4.2 Making a Call

4.2.1 Dialing

To use the headset, handset, or hand-free mode to make a call, proceed as follows:

1. Pick up the phone, press the **SPK** key, or connect the headset.

    The phone enters the dial screen and plays the dial tone. The line indicator of the current account is on. To select another account, press the corresponding key.

2. Enter the called number and press the **OK** key.

📖 **NOTE**

If you often dial numbers that have the same prefix, assign the prefix function to a DSS key. For details, see **DSS Key**.

To set up a new line during a call, proceed as follows:

1. Press the **Hold** key to hold the ongoing call.
2. Press the account key that is in the idle state.
3. Enter the number to connect, and press the **OK** key.

📖 **NOTE**

You can press the up and down arrows to switch between the two calls.

4.2.2 Redialing

If you redial a number, eSpace 7810 uses the account that is used to dial the same number the previous time.

1. Pick up the phone, press the **SPK** key, connect the headset, or press the line key.

    The line indicator is on.

2. Press the **RD** key to redial the latest dialed number.

    You can assign the redial function to a DSS key. For details, see DSS Key.

4.2.3 Calling Back

After you press the DSS key that the call return function is assigned to, eSpace 7810 calls the latest calling party. For details, see DSS Key.

4.2.4 Using the Call Record List to Make a Call

To use the call record list to make a call, proceed as follows:

1. Press the **Menu** key.

    The main menu page is displayed.

2. Select **[History]**, and press the **OK** key.
3. Press the left and right keys to select a call record type.
4. Select a record and press the **OK** key to make a call.

4.2.5 Using Address Books to Make a Call

To use address books to make a call, proceed as follows:

1. Press the **Menu** key.

The main menu page is displayed.

2. Select **[Directory]**, and press the **OK** key.

3. Select an address book type and press the **OK** key.

4. Select a group and press the **OK** key.

☐ NOTE

To call a contact in the blacklist, skip 4.

5. Select a contact and press the **OK** key to make a call.

4.2.6 Using Speed Dial to Make a Call

You can assign the speed dial function to a DSS key. After the key is configured with a frequently used number or a complex number, you can directly press this key to make a call.

For details, see DSS Key.

4.3 Answering a Call

4.3.1 Answering a Single Call

In the standby state, eSpace 7810 receives an incoming call and starts ringing. To answer the call, pick up the phone, press the **SPK** key, press the **OK** key or press the **Headset** key.

4.3.2 Answering Multiple Calls

If you enable the call waiting function for eSpace 7810, it can be used to answer multiple calls.

1. In the standby state, eSpace 7810 receives an incoming call and starts ringing.

2. You pick up the phone, press the **SPK** key, press the **OK** key or press the **Headset** key.

3. eSpace 7810 receives another incoming call and plays a prompt tone.

4. You press the **OK** key to answer the new call.

☐ NOTE

After you answer the new call, the first call is held. You can press the up and down keys   to switch calls. If you switch to the first call, the second call is automatically held.

4.4 Call Hold

- Call hold: Press the **Hold** key to hold the ongoing call.

- Call unhold: Press the **Hold** key to unhold the call that is held.

- Multi-line conversation: If multiple calls are held, you can press the up and down keys to select a call and press the **Hold** key to unhold the call.

4.5 Call Mute

To enable or disable the call mute function, press the **X** key. If the call mute function is enabled, the message `Mute` is displayed on the screen, and the peer party cannot hear your voice.

4.6 Call Transfer

You can transfer a call to other extension numbers or mobile numbers. eSpace 7810 supports the following call transfer modes: blind transfer, semi-attend transfer, and attend transfer.

1. In the conversation with user B, user A presses the **Transfer** key to hold user B's call.
2. User A dials user C's number.
3. User A performs call transfer.
    −   Blind transfer

        Press the **Transfer** key.

        After user C picks up the phone, user A hangs up the phone to complete the transfer. If user C rejects the call, a message indicating transfer failure is displayed on the user A's phone screen. User A presses any key and enters the held state. After pressing the **Hold** key, user A resumes the call with user B.
    −   Semi-attend transfer

        Press the **OK** key.

        When user C's phone rings, user A presses the **Transfer** key. user A's phone hangs up automatically, and the transfer is complete. Then user C picks up the phone.
    −   Attend transfer

        Press the **OK** key.

        After user C picks up the phone, user A asks user C whether user C wants to answer user B's call. If user C says yes, user A presses the **Transfer** key to transfer the call to user C. If user C rejects the call, user A presses the **HoldResume** key to resume the call with user B.
4. User B talks with user C.

You can assign the call transfer function to a DSS key. For details, see DSS Key.

4.7 Three-Party Conference

To establish a three-party conference, use the conference key. In addition to the **Conference** key, you can assign the conference function to a DSS key. For details, see **DSS Key**.

1. User A is talking with user B. User A presses the **Conference** key. User B is held, and user A hears the dial tone.
2. User A dials user C's number and presses the **OK** key.
3. When user C picks up the phone, user A only talks with user C. To establish a three-party conversation, user A presses the **Conference** key again.
4. When user A hangs up the phone, the other two parties' conversation ends automatically.

🕮 **NOTE**

If **Transfer on Conference Hang up** is set to **Enabled**, the other two parties' conversation continues when user A hangs up the phone. The default value of **Transfer on Conference Hang up** is **Disabled** for eSpace 7810. For details, see contents in Table 3-6.

4.8 BLF Function

After the BLF function is enabled for eSpace 7810, you can press the corresponding DSS key to check the status of the monitored phone. You can press this key to directly make a call to the specified number.

Only administrators can configure accounts for eSpace 7810 when assigning the BLF function. For details about how to assign the BLF function to a DSS key, see DSS Key.

For details about account status, see contents in Table 2.3.2 Indicators.

4.9 SCA Function

After a line of the manager's phone is bound to a line of the secretary's phone, all calls to the manager will be connected to the secretary's phone at the same time. The secretary determines whether to transfer the call to the manager.

🕮 **NOTE**

For details on how to configure the manager and secretary service, see the *Huawei IP Phone eSpace 7810&7820&7830&7850&7870 Administrator Manual* or contact the administrator.

Assume that manager A's phone has two lines. LINE 1 is bound to LINE 1 of secretary B's phone, and LINE 2 is a private line. The following describes the manager and secretary function's process.

1. Customer C calls manager A.

   The phone of secretary B rings. The LINE 1 indicator on both manager A's phone and secretary B's phone blinks.

2. Secretary B presses the LINE1 key and answers the call.

3. Secretary B presses the LINE2 key and enters the number of the manager A's private line to call manager A.

   The call between secretary B and customer C is held.

4. Manager A presses the LINE2 key and answers the call from secretary B.

5. Manager A presses the LINE1 key and talks with customer C.

   The call between manager A and secretary B is held. If secretary B hangs up, the call ends.

6. Manager A or customer C hangs up.

   The call ends, and the LINE 1 indicator is off.

📖 **NOTE**

- eSpace 7810 allows one manager's phone to be bound to a maximum of two secretaries' phones.
- If two secretaries serve a manager, only one secretary answers the call and transfers it to the manager.

4.10 Pickup Function

The call pickup function enables you to answer an incoming call that is ringing on an extension other than your own. You can assign the call pickup or group pickup function to a DSS key.

Group pickup allows you to pick up incoming calls on extensions (for example, 800 to 890) within your own group. If an incoming call comes to an extension, you can press the specified DSS key to answer the call. If multiple incoming calls come to extensions in your group, you can press this key to answer calls in sequence.

You can assign the call pickup function or group pickup function to a DSS key. For details, see DSS Key.

4.11 Call Park

This function allows you to hold a call on an eSpace 7810 and unhold the call on another eSpace 7810. If you do not unhold the call within the specified duration, the call is released and the called party hears the busy tone.

1. Assign the call park function for a DSS key on eSpace 7810 A.

   For details, see DSS Key..

2. Press this DSS key on eSpace 7810 A during a call between eSpace 7810 A and eSpace 7810 B, and hang up to hold the call.

3. Press *95*TN# (TN is the number of eSpace 7810 A) on eSpace 7810 C to unhold the call.   A call is set up between eSpace 7810 C and eSpace 7810 B.

4.12 Address Book

Address books on eSpace 7810 stores contact information. You can add, edit, delete, call, or search for contacts.

Address books are classified into: local address and blacklist.

4.12.1 Local Address Book

To access the local address book, proceed as follows:

1. Press the **Menu** key.

   The main menu page is displayed.

2. Select **[Directory]** and press the **OK** key.

3. Select **[Local Directory]** and press the **OK** key.

Adding a Contact Group

To add a contact group, proceed as follows:

1. Access the local address book page.
2. Press the right and left keys to select the **AddGroup**.
3. Press the **OK** key.

   The page for adding a contact group is displayed.
4. Enter a group name and select a ring tone.
5. Press the **OK** key to save the settings.

Searching for a Contact

To search for a contact, proceed as follows:

1. Access the local address book page.
2. Select a group and press the **OK** key.
3. Set the search criteria and press the **OK** key.

The search result is displayed.

Adding a Contact

To add a contact, proceed as follows:

1. Access the local address book page.
2. Select a group and press the **OK** key.
3. Press the up and down keys to select the **Add**, and press the **OK** key.

   The page for adding a contact is displayed.
4. Configure basic contact information such as name, office number, and mobile number, and select an appropriate account and ring tone.
5. Press the **OK** key.

The contact information is added to the local address book.

Editing a Contact

To edit a contact, proceed as follows:

1. Access the local address book page.
2. Select a group and press the **OK** key.
3. Select a contact that you want to edit.
4. Press the right and left keys to select **[Edit]**, and press the **OK** key.

   The page for editing a contact is displayed.
5. Edit the contact.
6. Press the **OK** key.

The contact information is updated in the local address book.

Deleting a Contact

To delete a contact, proceed as follows:

1. Access the local address book page.
2. Select a group and press the **OK** key.
3. Select the contact that you want to delete.
4. Press the right and left keys to select **[Del]**, and press the **OK** key.
   A confirm message is displayed.
5. Press the **OK** key to delete the contact.
   If you want to cancel the deleting, press the **Menu** key to return back to the contact list

Moving a Contact to the Blacklist

To move a contact to the blacklist, proceed as follows:

1. Access the local address book page.
2. Select a group and press the **OK** key.
3. Select a contact that you want to move to the blacklist.
4. Press the right and left keys to select the **M2B**, and press the **OK** key.
5. Press the **OK** key.
   If you want to cancel the moving, press the **Menu** key to return back to the contact list page.

4.12.2 Blacklist

Calls from contacts in the blacklist cannot be received.

To access the blacklist page, proceed as follows:

1. Press the **Menu** key.
   The main menu page is displayed.
2. Select **[Directory]** and press the **OK** key.
3. Select **[Blacklist]** and press the **OK** key.

Adding a Contact to the Blacklist

To add a contact to the blacklist, proceed as follows:

1. Access the blacklist page.
2. Press the up and down keys to select the **[Add]**, and press the **OK** key.
   The page for adding a contact to the blacklist is displayed.
3. Configure basic contact information such as name, office number, and mobile number and select an appropriate account.
4. Press the **OK** key.

The contact is added to the blacklist.

Deleting a Contact from the Blacklist

To delete a contact from the blacklist, proceed as follows:

1. Access the blacklist page.
2. Select the contact that you want to delete.
3. Press the up and down keys to select the **[Del]**.
4. Press the **OK** key.

   A confirm message is displayed.
5. Press the **OK** key to delete the contact.

Moving a Contact from the Blacklist to the Contact List

To move a contact from the blacklist to the contact list, proceed as follows:

1. Access the blacklist page.
2. Select a contact that you want to remove from the blacklist.
3. Press the right and left keys to select the **[M2C]**, and press the **OK** key.
4. Press the **OK** key.

   If you want to cancel the removing, press the **Menu** key to return back to the blacklist

4.13 Messages

The function can be used only after it is enabled on the server.

To access the voice message page, proceed as follows:

1. Press the **Menu** key.

   The main menu page is displayed.
2. Select **[Messages]** and press the **OK** key.

4.13.1 Voice Messages

The voice mailbox is stored on the Media Resource Server (MRS). You can use eSpace 7810 to connect to the server to obtain voice messages.

After receiving a new voice message in the standby state, eSpace 7810 displays a notification on the screen and lights the **Message** key.

If you have configured a voice mailbox access code, press the **Message** key to receive the message. To obtain voice messages, directly press the **Message** key to access the voice mailbox.

Setting the Voice Mailbox Access Code

1. Access the voice message page.
2. Select **[Set Voice Mail]** and press the **OK** key.
3. Select an account and enter the voice mailbox access code.
4. Press the **OK** key.

Obtaining Voice Messages

1. Access the voice message page.
2. Select **[New Voice Mail]** and press the **OK** key.

📖 **NOTE**

Press the up and down keys to view the number of old and new voice messages for both accounts.

3. Select an account and press the **OK** key to access the voice mailbox.

5 Maintaining eSpace 7810

5.1 Managing Passwords

You can change passwords on the Web configuration page. The default user name and password for logging in to the Web configuration page are both **user**.

Changing a Password

1. Logging in to the Web configuration page.
2. Click the **Security** tab.
3. Click **Password**.

   The page for changing a password is displayed.
4. Enter the old password once and the new password twice.
5. Click **Submit**.

5.2 Restarting eSpace 7810

On the Phone's Standby Screen

1. On the standby screen, hold down the **X** key.

   A message asking you to confirm the restart is displayed.
2. Press the **OK** key to restart the eSpace 7810.

On the Web Configuration Page

1. Access the Web configuration page.
2. Click the **Upgrade** tab.
3. Click **Reboot**.

   A confirm dialog box is displayed.
4. Click **OK**.

6 FAQs

Q: How do I check the basic eSpace 7810 information, such as the IP address and software version?

A: In the standby state, press the <OK> key.

Q: How do I access the eSpace 7810's Web configuration page?

A: In the Web browser, enter the eSpace 7810's IP address in the address box, and press Enter. Enter the user name and password, and click OK. The default user name and password for a common user are both user.

Q: How many SIP accounts does eSpace 7810 support?

A: eSpace 7810 supports two SIP accounts.

Q: How do I set the language?

A: Proceed as follows:
- In the standby state, press the <Menu> key.
- Select [Setting], [Basic Settings], and [Language] in sequence.
- Select a language and press the <OK> key.

Q: How do I receive a voice message?

A: Proceed as follows:
- Set the mailbox access code.
- Press the <Message> key and follow the instruction to obtain the voice message.

Q: How do I adjust the volume of the ring tone?

A: In the standby state, press the <Volume Adjustment Bar> key and adjust the volume of the ring tone.

Q: Why an eSpace 7810 can make calls but cannot receive calls?

A: Check whether the icon ▣ is displayed on the standby screen on the eSpace 7810. If this icon is displayed, the DND function is enabled and the eSpace 7810 automatically rejects incoming calls. Access the Features page, and set the DND function to Disable.

Q: How do I adjust the volume of the handset, headset, and speaker?

A: Proceed as follows:

- In the standby state, press the <Menu> key.
- Select [Setting], [Basic Settings], and [Phone Volume] in sequence.
- Select an object and set the volume.

Q: How do I enable the call waiting function?

A: Use the following methods to enable the call waiting function:

- In the standby state, press the <Menu> key.
- Select [Features] and [Call Waiting].
- Press the left and right keys to enable or disable the function.

Dial *58# on the eSpace 7810 to register the call waiting function.

Q: How do I forward an incoming call to the mobile phone or another IP phone?

A: Use the following methods to forward a call:

- In the standby state, press the <Menu> key.
- Select [Features] and [Call Forward].
- Select a call forward mode and press the left and right keys to enable or disable the function.
- Enter the forward-to number and press the <OK> key.

Q: How do I avoid disturbing calls?

A: Add a disturbing number to the blacklist. Use the following methods:

- Press the <Menu> key.
- Select [Directory] and [Blacklist].
- Press the up and down keys to select [Add], and press the <OK> key to display the page for adding users to the blacklist.
- Press the <OK> key.