

# Telstra Huawei eSpace 8950 Phone Guide



The eSpace 8950 is an Android-based video phone that features a sleek, elegant design. With a wide-viewing touchscreen, eSpace 8950 delivers a superior high-definition (HD) video calling and conferencing experience.

## Huawei eSpace 8950 Phone



### 1. Setup

If you are required to initially configure your IP phone you will be advised of the log in credentials by Telstra. This information only needs to be entered once via the log in screen.

#### Logging Into your Phone:

When you connect your phone to the network the log in screen will appear.

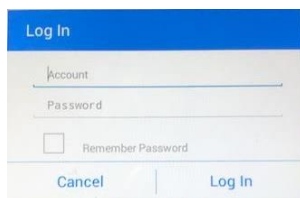
Enter the **Phone credentials** given to you by Telstra in the **Account** and **Password** fields.

**Account** = your phone number

**Password** = given to you by Telstra

Tap **Remember Password**

Tap **Log in**



You will see a series of messages display on the screen.

“03xxxxxxx downloading the configuration file”

“The system is now being upgraded and will restart”

“Log In will continue to retry”

The Log In process is complete when your phone number appears in the status bar of the home screen. The Process should take 2 – 3 minutes.

If your phone is deployed on a non-Cisco network there is an additional step which needs to be performed so that the phone can find the Voice VLAN. You only need to input this detail once. However if you perform a factory reset on your phone you will have to enter this detail again.

#### Voice VLAN Setting

Drag downwards on the Status Bar (middle)

Tap **Settings**

Scroll downwards and Tap **Network Security**

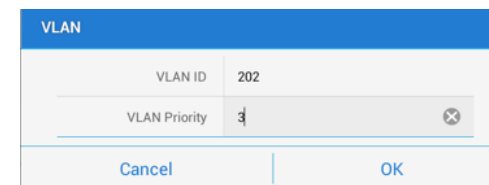
The **Administrators Password** dialog box will appear on your screen.

Enter **admin123** as the password

Tap **OK**

Tap **VLAN**

Enter the **VLAN ID** and the **VLAN Priority** as shown below



Tap **OK**

Tap the **Return** soft key

### 2. Check your Phone Firmware Version

If you need to check which version of Firmware your phone is using:

From the **Home** screen

Drag downwards on the **Status Bar**

Tap **Settings**

Scroll downwards and Tap **About Phone**

Scroll downwards to view **Firmware** – the Firmware Version will be listed after the phone name e.g. **V200R003C00SPCg00**

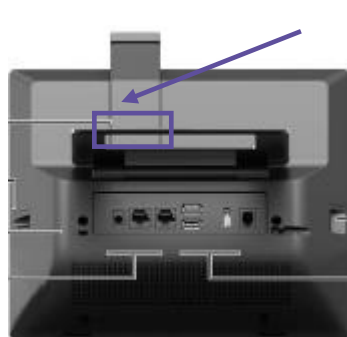
Tap the **Return** soft key



### 3. Camera

Your Huawei eSpace 8950 comes with a USB camera to allow you to access video calls or conference services. The camera comes with a sliding screen which you can close, if you prefer not to show video.

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Slot on the back of your phone for Huawei USB camera

## 4. Home View

The Huawei eSpace 8950 is a touch screen phone. **Home View** is the default view mode for your phone.



The **Home** screen consists of:

**Status Bar** - displays user information, profile picture, notifications, system status and the number area. Swipe downwards in these areas to view menu options.

**Display Area** - Displays the screen wallpaper, phone widgets, and other application icons.

**Home Screen Scroll Indicator** - Displays the current screen. By default, eSpace 8950 supports five screens. The third screen is the home screen.

**Shortcut Operation Area – Keypad, Contacts and Call history.** Tap to access these options.

## 5. Touch Screen Experience

The Huawei eSpace 8950 has a touch screen. You can Swipe the screen to the right to display additional Phone Widgets such as the **Call Forward** Widget or the **Quick Settings** Widget and icons. The **Call Forward** Widget contains shortcuts to the **Call Forward** options and the **Quick Settings** Widget contains shortcuts to – **Forward, DND, Self View, Pickup, GroupPickup** and **Unpark**.

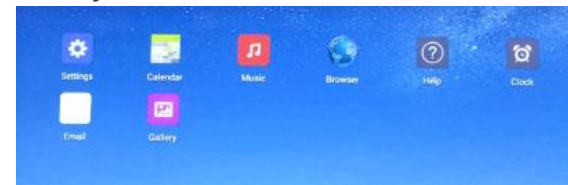
**Tap** - Touch the object once. For example, tap to select or open an application.

**Tap and Hold** - Touch and hold the object for at least two seconds. For example, you can tap and hold an application, a tool, or in the blank area to open a menu.

**Slide** - Swipe your finger on the screen. For example, on the applications screen, swipe left or right to switch between the tabs.

**Drag** - Tap and hold the object, and drag it to a new location on the screen. For example, on the home screen, you can drag a tool or icon to a new location.

Swipe again to view – **Settings, Calendar, Music, Browser, Help, Clock, Email** and **Gallery**.



Use the **Screen Position Indicator** to determine which screen you are on e.g. Screen 3 of 5.

When the Screen **blanks out** simply Tap to reactivate.

## 6. Touch Screen Icons and Call Widgets

Located on the **Home Screen** you will find a series or icons. Some examples are:



**New Call** – Tap **New Call** to display the **Keypad, Contacts** or **Call History**. Use the Screen Keypad to enter a number.



**Contacts** – Tap **Contacts** to access your **Contacts, Groups** and **Corporate Directory**.



**History** – Tap the **History** icon to view

**All or Missed** calls, tap  to **Clear** your History.

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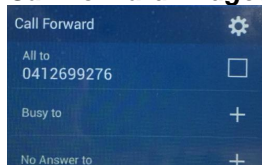


**Applications** - Tap to view – **Call Widgets, Applications and Widgets.** You do **NOT** have the ability to add applications.

Tap the **Return** Soft Key to return to the **Home** screen

By swiping the screen to the right you will find additional Icons and Phone Widgets such as:

## Call Forward Widget



**Settings** – Tap the **Settings** icon to access features and settings to customise your phone



**Voicemail** – Tap to activate Voicemail

## 7. Soft Keys

The Huawei eSpace 8950 has **three** Soft Keys



The **Return** soft key – tap to go back to the previous screen.



**Home** soft key – Tap to go by to the **Home** Screen.



**Recent** soft key – Tap to view the Recent items you have created.

## 8. Widgets

There are a number of different widgets that can be added to your screens – **Application widgets** or **Call Widgets.** To access Widgets:



Tap **Applications**

Select from – **Call Widgets, Applications or Widgets.** **Note:** You cannot add applications to your Huawei phone.

**Tap and Hold** the Widget to Add to your current screen (the screen where you tapped **Applications** from).


### Deleting Widgets


To delete a Widget from any of the screens:

**Tap and Hold** the widget

Tap **Remove** (top of screen)

## 9. Adjusting the Ringer, Handset/Headset Volume

During a call, press the  to adjust the call volume.

While the phone is idle, to adjust the **Ringer volume**, press the  volume buttons.

## 10. Call View

If you are dealing with an active call, held call or multiple calls, the touch screen will indicate the status of that call.

An active call displays as:



A held call displays as:



Multiple Calls display as:




## 11. Placing a Call

All call are placed as Video calls by default. Calls can be placed in a number of different ways:


### Using the handset

Lift the handset and enter the required number by using the phone keypad.




Tap 

## Using the Speakerphone

Tap 


Enter a number

Tap 


## Using Contacts

With the handset on-hook

Tap **Contacts**


Tap  next to the number you want to call.

## From the Corporate Directory

Tap 

Tap **CorpDir** (tab)


**Search** for the Contact you wish to call

Tap  next to the number you want to call.

## From Call History

Tap **History** 

Tap the **All** or the **Missed** tab

Tap  next to the number you wish to call

## 12. Answering a Call


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We have a number of different ways to answer calls:

Lift the handset **Or**

Tap the **Answer** icon 

### Using a Headset

In **Call Settings** if you have set the **audio source** to headset, you can tap **Answer**  to answer the call with

the headset.

### Using the Speaker

Press the **Speaker** button on the phone.

## 13. Ending a Call

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To End a Call:

Hang up the **handset** Or

Tap the **End Call** icon 

Press the **Speaker** button on the phone

## 14. Ignoring a Call

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When you have an incoming call you can choose to ignore the call:

When your phone is ringing

Tap **Ignore** 

Your phone stops ringing and the call goes to voicemail.

## 15. Call Waiting

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If the Call Waiting feature has been turned on, while engaged in a call:

Tap the **Answer** icon to switch to and answer the incoming call.

The initial call is automatically placed on hold.

By tapping on the required call you can toggle between the active and held calls. You will automatically **Resume** the call when you tap on it.

## 16. Placing a Call on Hold

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On an active call:

Tap the **Hold** icon

To return to the call:

Tap the **Resume** icon

To make another call while the original caller is on hold

Tap the **New Call** icon, enter the required number

Tap 


If multiple calls are on hold:


Tap the call to **Resume** the call.

## 17. Muting the microphone

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While Mute is activated, you can hear all other parties, however they cannot hear you.

During a call press the mute button   
(The mute button is illuminated in red)

To turn off mute, press the mute button  again.



## 18. Transfer a call – Blind transfer

Blind Transfer enables you to transfer a call to another party without announcing the call prior to transfer.



During a Call tap the **Transfer** icon

Enter the transfer destination number



Tap the **Transfer** icon

Your call will be transferred.

## 19. Transfer a call – Consult transfer

Consult Transfer enables you to transfer a call to another party with consultation.

During a Call tap the **Transfer** icon

Enter the transfer destination number



When the party answers, announce the call

Press the **Transfer** icon to complete the transfer.

If the party refuses the call (prior to completing the transfer)

Tap the **End Call** icon to be returned to the original caller.

## 20. Call Forwarding

There are three Call forward options which can be set from your handset: **All to**, **Busy to**, **No Answer to**.

### All to activation

To forward all your calls to another number:

Swipe the Screen to the Right


Tap **Forward**

Tap **All to**

Enter the number you wish to forward all your calls too

Tap **OK**

Tap the **Return** soft key

The Call Forward icon  is displayed on the Status Bar.

### All to deactivation

Tap the **Forward** icon

Tap the **All to** checkbox to remove the tick

Tap the **Return** soft key

### Busy to activation:

To forward your calls to another number if you are engaged on a call:

Tap the **Forward** icon

Tap **Busy to**

Enter the required number to which to forward your calls

Tap **Done**

Tap **OK**

Tap the **Return** soft key

### Busy to deactivation:

Tap the **Forward** icon

Tap the **Busy to** checkbox to remove the tick.

Tap the **Return** soft key

### No Answer to activation

To forward your calls to another number if not answered after a specified number of rings:

Tap the **Forward** icon

Tap **No Answer to**

Tap and Enter the **number** you wish to forward too

Tap and Enter the **number of rings**

Tap **OK**

Tap the **Return** soft key

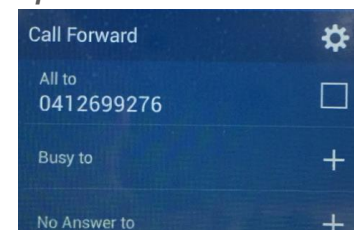
### No Answer to deactivation:

Tap the **Forward** icon

Tap the **No Answer to** checkbox to remove the tick

Tap the **Return** soft key

**The Call Forwarding Options Widget will now appear on the Screen. To Allow you easily activate or deactivate the call forward options.**



## 21. Shared Call Appearance



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The Huawei eSpace 8950 supports 24 lines.

## 22. Do Not Disturb activation

When you enable **Do Not Disturb (DND)**, you prevent your phone from ringing. All incoming calls are sent directly to voicemail. All calls received while DND is enabled, will be displayed in your **Recent Calls** list

From **Home** View Swipe Right

Tap the **DND** icon 

The **Do Not Disturb** icon displays in the Status Bar on the screen to the left of the time 

## 23. Do Not Disturb deactivation

From the **Home** screen Swipe Right

Tap the **DND** icon (appears in blue when

activated) 


The **Do Not Disturb** icon disappears from the status bar when deactivated.

## 24. Conference Calls

While engaged in one call:

Tap the **Conf** icon

Enter the required number or extension of the second party

Tap 

When the call connects:


Tap the **Conf** or **Join** icon 

All parties are connected in a three-way call.




Tap on any of the participants involved in the conference call to view the **Details, Mute the caller or Delete from the conference call.**

### To Add an additional Participant:

Tap  top left of the screen


Enter the Number or Search for the contact you want to add

Tap 

Tap 

All parties are now joined in the conference call.

### To end the Conference Call:

Tap  on the top **right** corner of the screen to end the Conference Call.

Tap **End**

**Note:** If either of the other two parties hang up, your call with the remaining party stays intact. If you hang up, the other two parties will be disconnected


**Note:** There can be a maximum of 3 parties on a conference call, unless you have the Executive service pack which has the N-Way

feature which enables a total of 8 parties on a Conference call.

## 25. TIPT Virtual Meeting Room (VMR)

To organise a multipoint video conference, include your Virtual Meeting Room (VMR) phone number in your meeting invite.

To start the Video conference, as a Host (organiser)

Tap 

Enter your **VMR phone number** and tap




Tap the **Keypad** icon

To start the conference, **press #**, then enter your **Meeting Room PIN**, followed by **#**

As a Guest (invitee) dial the VMR phone number at the time of the meeting

The conference will commence for all participants.

If the Host has not initiated the meeting the guest/s will be placed in a virtual waiting room until the Host joins.

Tap the screen at any time to activate the Call options and click on  to end the call.

## 26. Contact Directory

You can manage your contacts in your contact directory. To add a contact:

From the **Home** screen tap Contacts 



Tap the **Plus** icon (at top right of screen)  
Enter the **name**, tap on **office Tel** and enter the number tap on **Mobile Tel** and enter the number

Scroll downwards and tap on the field if you want to enter additional information

Tap **Done** "Contact Saved Successfully" will be displayed on the screen

The contact will now appear on your contact list

Tap the **Return** Soft Key

#### To edit a contact:

From the Home Screen

Tap **Contacts** 

Tap the required contact

Tap the **Pencil icon** (edit) and make the required changes

Tap **Done** "Contact Saved Successfully" will be displayed on your screen

Tap the **Return** Soft Key

#### To Delete a Contact:

From the **Home** Screen

Tap **Contacts** 

Tap the **Contact**

Tap **Edit** (the Pencil)

Scroll downwards and tap **Delete**

The screen will display the message "Are you sure you want to delete this contact?"

Tap **Delete**

Tap the **Return** soft key twice

## 27. Add an Existing Contact to a Speed Dial Widget

Tap **Contacts**

**Tap and Hold** the contact you wish to add as a speed dial

Tap **Add to Speed Dial**

Make any changes (if required)

Tap **Done** "Speed Dial added successfully"

Swipe the screen Right to see the Speed dial widget

## 28. Remove a Widget

**Tap and Hold** the widget on the screen

Tap **Remove**

## 29. Call History

Your phone maintains lists of **Missed**, **Received** and **Placed** calls.

**Call History icons:**

 Missed Calls


 Received Calls

 Placed Calls

From the Home screen Tap the **Call History** icon to access the Call List.

Tap **All** or **Missed** (tabs)

Scroll downwards to view the calls

Tap  to call the number

## To Delete a List

Tap the **Call History** icon 

Select the list you want to delete – **All** or **Missed**.

Tap 

Tap **Clear**.

You will be prompted "Clear all call records?"

Tap **OK**

## 30. Speed Dial Widget

It's possible to add speed dial widgets to your screens. To add a speed dial widget to any of your screens:

Tap **Applications** 

Tap **Call Widgets** (tab)

**Tap and Hold** the Speed dial Widget

The Widget will now appear on your current screen

Tap on the **Speed Dial widget** to add the details.

Enter the related information:

**Phone Number:** indicates the phone number for speed dial.

**Label:** indicates the displayed name of the contact for speed dial.

Tap **Done**

Tap on the **Speed Dial Widget** to call the speed dial.



## 31. Busy Lamp Field Widget

It's possible to add **Busy Lamp Fields** to allow you to determine if and when your colleagues are on the phone. To setup a BLF:

Tap **Applications** 

Tap **Call Widgets** (tab)

**Tap and Hold** the **BLF** Widget

Tap **Phone Number** and enter the number

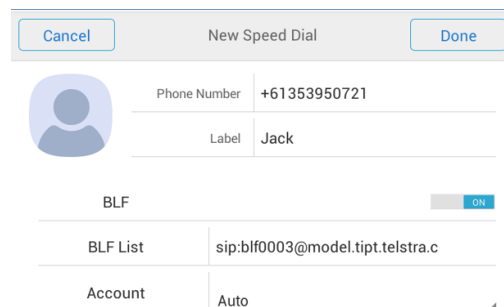
Tap **Label** and enter the name

Tap **BLF** to switch **ON**

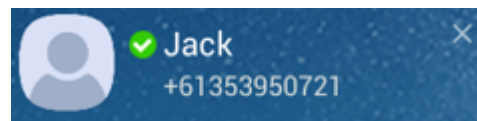
Tap **Account** and enter account or leave at **Auto**

Tap **Done**

Tap the **Return** soft key.



The BLF Widget will now appear on your current screen.






## 32. Using the Busy Lamp Field

To use the BLF:

Tap the **BLF Widget** to dial the number (Jack's number).

When Jack receives a call, and you **do not have** the right to pickup the call from your phone the status on the BLF (on your phone)

will appear as , if **you have** the ability to pick up the call from your phone the status will appear as .

When Jack is on a call, the status of the BLF on your phone will appear as .

## 33. Changing your Profile Picture

You have the ability to add or change your profile picture which is located on the Status bar. To change your profile picture:

In the Status Bar **slide downwards** on the **profile picture icon**

Tap **Change Profile Picture**

Tap – **Select from Gallery** or **Select from System Profile Pictures**

Tap the picture you want to use

## 34. Ring Type

You have the ability to change the default ringtone.

**To change your ring type:**

Drag downwards on the Status Bar (middle)

Tap the **Settings** icon

Tap **Sound**

Tap **Default ringtone**

Tap **Media Storage** or **Music**

Tap the **ring tone** you would like to use

Tap **OK**

**Note: Different ringtones for Internal and External calls is NOT supported.**

## 35. Changing the Brightness of the Display

**To change the display on the phone screen**

Drag downwards on the Status Bar (middle)

Tap **Settings**

Tap **Display**

Tap **Brightness**

Slide to the Left or Right to modify the brightness

Tap **OK**

Tap the **Return** soft key to return to the previous screen

## 36. Setting a Screen Lock Mode

Drag downwards on the Status Bar (middle)

Tap **Settings**

In the Personal area, tap **Security**





In the Screen Security area, tap **Screen lock**  
Set the screen lock mode to **None**, **Pattern**,  
**PIN**, or **Password**.

## Locking the Phone Screen

Your IP phone screen can be manually locked

To do so, tap  (on the phone)

## Unlocking

Tap the screen or press any button on your IP phone.

Unlock the IP phone screen based on your settings. Enter your PIN Number to unlock (if required)

**Before manually locking your IP phone screen, make sure that you have enabled the screen lock feature**

## 37. Automatically set Video Camera Control

Drag downwards on the Status Bar (middle)

Tap **Settings**

Tap **Call Settings**

Tap **Video Control**

Tap **Video** “Automatically selects the Video mode” and **Always Send Video** to **ON**

Tap the **Return** soft key twice

## 38. Power-off and Restart

Tap and hold 

Then tap **Reboot**.

## 39. Changing the Wallpaper

Tap and hold the home screen.

The **Choose wallpaper from** dialog box is displayed. On this screen, choose any of the following options:

**Gallery:** View and select a locally stored photo as a wallpaper

**Live Wallpapers:** View and select a dynamic wallpaper

**Wallpapers:** View and select a system built-in wallpaper.

Select your Wallpaper

Tap **Set Wallpaper** to confirm your wallpaper choice or the **Return** soft key to go back.

## 40. Headsets

You can connect an Analogue headset to your phone. All calls received will be answered through the headset. When the headset is activated, Mute and Volume will take effect on the headset device.

## 41. Changing your Audio Source to Headset

You need to set up your phone so that all incoming and outgoing calls use your headset. At any time you can switch to handset or speaker mode

Drag downwards on the Status Bar (middle)

Tap **Settings**

Tap **Call Settings**

Tap **Audio Source**


Tap **Headset**

## 42. Configuring the Clock Display Mode

To configure the clock settings on your Home screen:

Tap the **Clock**



Tap  to Add an alarm or change existing Alarms

Tap the **Return** soft key



Tap  to add the clocks of other cities.

Tap the **Return** soft key



Tap  to change settings such as **style** and **alarm** settings and volume

Tap the **Return** soft key

## 43. Voice Portal – Message icon

First time login setup

From the **Home** Screen

Swipe the Screen Right twice



Tap **Voicemail** (the number in red will tell you how many new messages you have)



Tap **Voicemail**

You will hear “Welcome to your Commpilot Voice Portal. Please enter your passcode then press the # Key.

Enter your passcode

**Note:** It is essential your passcode is changed for security reasons. It is important to keep your new passcode private.

You will hear the Welcome Message

Record your name when prompted

Press the hash key (#)

Follow the prompts to save the recording, or re-record your name

## 44. Login to the Voice Portal

**From your own phone:**

Swipe the Screen Right twice



Tap **Voicemail**



Tap **Voicemail**

You will hear “Welcome to your Commpilot Voice Portal. To Access your voice mailbox press 1, tap the Keypad icon

From another Huawei phone in your group:

From the **Home** Screen

Swipe the Screen Right twice



Tap **Voicemail**



Tap **Voicemail**

You will hear “Welcome to your Commpilot Voice Portal. Please enter your passcode then press the # Key.

Tap the **Keypad** icon

Enter your passcode

Press the star key (\*) during the greeting.

Enter your mailbox ID (your extension).

Enter your passcode followed by the hash key (#).

Press **1**

Press **1** again

**From a phone outside of your group:**

Dial the Voice Portal phone number.

Enter your mailbox ID (your extension) followed by the hash key (#).

Enter your passcode followed by the hash key (#).

## 45. Voice Portal Main Menu

- 1... Access your Voice Mailbox
- 2... Change your CommPilot Express profile
- 3... Go to the Greetings Menu
- 4... Change your Call Forwarding options
- 5 Record a new announcement
- 8... Change your passcode
- 9... Exit the Voice Portal

#... Repeat this menu

## Change your mailbox Busy greeting

**From your own phone:**

Swipe the Screen Right twice

Tap **Voicemail**

Tap **Voicemail**

You will hear “Welcome to your Commpilot Voice Portal. To Access your voice mailbox press 1, tap the **Keypad** icon

Enter your passcode and press #

Press **3** to access your Greetings menu

Press **2** to change your Mailbox Busy greeting

1... Record your Name

\*... Go back to previous menu

#... Repeat menu

## Change your mailbox No Answer greeting

Swipe the Screen twice

Tap **Voicemail**

Tap **Voicemail**

Tap the **Keypad** icon

Enter your passcode and press #

Press **1** to access your voice mailbox

Press **3** to change your Mailbox No Answer greeting

1... Record new No Answer Greeting

2... Play current Greeting

3... Revert to system default Greeting


\*... Return to Voice Messaging main menu

#... Repeat menu




## 46. Listen to Messages


Your phone may indicate you have Voicemail messages by displaying a message counter in

the Voicemail Icon ,

If you have more than one message, the icon will display a counter indicating the number of messages



The status bar will also display  indicating you have unread voice messages

Slide downwards on  or in the middle of the status bar and tap **Voice Messages** to access your voicemail

Swipe the Screen Right twice

Tap **VoiceMail** 

Tap **VoiceMail** 

## 47. Voice Messaging main menu

- 1... Listen to your messages
- 2... Change your mailbox Busy greeting
- 3... Change your mailbox No Answer greeting
- 4... Change your mailbox Busy greeting
- 5... Compose and send a new message
- 7... Delete all messages
- 8... Modify the message deposit settings for your mailbox
- \*... Go to the CommPilot Voice Portal

#... Repeat this menu

## 48. Messages Prompts

New messages flagged as urgent are played first.

The message envelope for each message is played first (time and date, sender if known), followed by the message itself.

Use your keypad as follows to browse your messages (you can interrupt the message or envelope to perform any function):

1	▶ 2	3
◀ 4	5	6 ▶▶
7 ERASE	8 CALL BACK	9 MORE OPTIONS
* BACK TO MAILBOX	0	#

- #... Save this message
- 7... Erase this message
- 2... Repeat this message
- 4... Go back to previous message
- 5... Play the message envelope
- 6... Go to the next message
- 8... Call back the caller
- 9... Hear additional options

\*... Go back to the previous menu

**Note:** You **cannot** install additional applications on your phone.