ESI eSIP Evolution Series
eMobile for Desktop Quick Start Guide

This purpose of this document is to provide guidance with installing and using eMobile for Desktop.

Contents

Requirements

Computer

Windows Desktop	- Windows 7 or later - Minimum 2 GHz (32-bit or 64-bit) processor - Minimum of 4 GB of memory 300 MB of free hard drive space
Mac Desktop	OS X 10.11 El Capitan or later

Warning: Before getting started, realize that your PC's antivirus may block your ability to make a call. ESI strongly advises you to add eMobile for Desktop to the white list (approved list) of your anti-virus software.

Note: For Desktop to be useful the application will need access to a microphone and speakerphone. You can use the one that's built into your computer or through a connected headset.

Phone System

The eSIP phone system must be running the following version or higher.
- 30.14.29.36 – eSIP Evolution Series
- 80.14.29.36 – eSIP Titan Series

The eSIP system must also be enabled for eMobile+.

Installing eMobile for Desktop

- Click on the installer file provided by your ESI Certified eSIP Partner or system administrator.
- Follow the installer screen prompts.
- Once the installation is finished Desktop will launch (if you made this selection).

Logging into eMobile for Desktop

There are two ways to login to Desktop.
- Manually enter the credentials (username, password, system serial number).
- Entering link into Desktop that you were given via an email from the system administrator.

Using the Link to Login

The site administrator (or ESI Partner) will send you an email that provides login information for both eMobile for Desktop and/or eMobile for Smartphone. An example is shown below.

eSIP <esipnotifications@esi-estech.com>
to me ▾

Hello

eMobile service has been enabled for your extension 1009.

Log in to your eMobile App by QR code:
Download and open the free eMobile App and scan the QR code to log in.
This QR code is valid for 24 hours and can only be used once.

Log in to your eMobile App by link:
The link is valid for 24 hours and can only be used once.
Login Link:eMobile://package=WshvYr5%3Azlfzh%3A5reN%3BtNyW-kL2uhoTkHdjxs7h5EFHVcF3E7hIjeNZt13-rOgNmSQFZT3SsLm7E86QuZZ1TKVGLRQcGzgzGHvtzZY
3Bulh1qpsL4VJrj%7BZG%5BUR%7Cg13HOedGv%3B%7B%3AeXjEP%5CJ%7B4LolinXZG2mDPcFiF7epwVN%3BK%7BgeWxZuySulsMu%3BKufNqghP6MeltzeC%5Be%3F

- For eMobile App (Mobile Client)
1. Copy the login link on your mobile phone.
2. Open eMobile (Mobile Client) and eMobile will detect the link and get the login information.
3. Click OK.

- For eMobile App (Desktop Client)
1. Copy the login link.
2. Open eMobile (Desktop Client provided by your administrator), click "Login via Link".
3. Paste the link and click "Login".
eMobile will detect the link and get the login information.

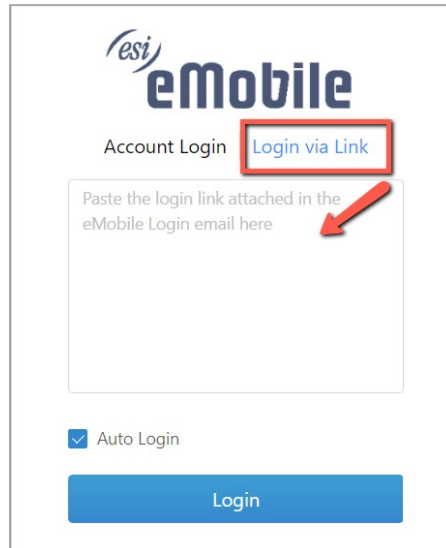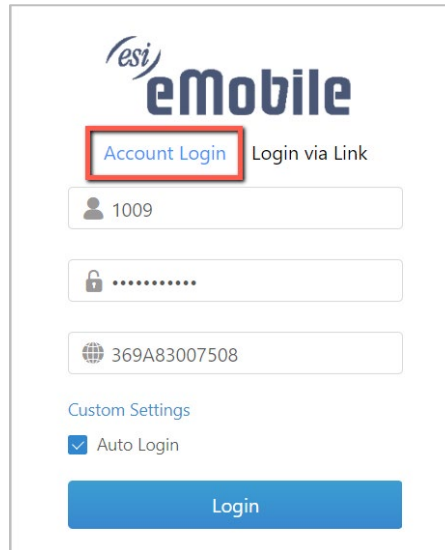Sincerely,
ESI - Estech Systems, Inc.

- For Desktop you will copy the URL provided in the email.

Log in to your eMobile App by link:
The link is valid for 24 hours and can only be used once.

Login Link: eMobile://package=WshvYr5%3Azlfzh%3A5reN%3BtNyW-kL2uhoTkHdjxs7h5EFHVcF3E7hIjeNZt13-
3Bulh1qpsL4VJrj%7BZG%5BUR%7Cg13HOedGv%3B%7B%3AeXjEP%5CJ%7B4LolinXZG2mDPcFiF7epwVN%3E

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1. Copy the login link on your mobile phone.
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- For eMobile App (Desktop Client)
1. Copy the login link.
2. Open eMobile (Desktop Client provided by your administrator), click "Login via Link".
3. Paste the link and click "Login".
eMobile will detect the link and get the login information.

- Launch eMobile for Desktop and paste the URL into the login screen.
- Click Login.

Manually Entering Login Credentials

- Launch eMobile for Desktop and enter
  - o Your username
  - o Your password
  - o The serial number of the eSIP phone system. Ask your system administrator for this number.
- Click Login.


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Contacts

There are four "types" of contacts that can be viewed in Desktop.
- Extensions – automatically shown based on system programming.
- Personal Contacts – manually entered or imported via the eSIP My Settings (Dashboard).
- Manually Entered Contacts – manually entered via eMobile for Desktop.
- Company Contacts – added by the system administrator via the eSIP Admin UI.

All these contacts can be viewed from My Settings, eMobile for Desktop, and eMobile for Softphone.

Extensions

Quickly and easily find the desired colleague by searching name or number.
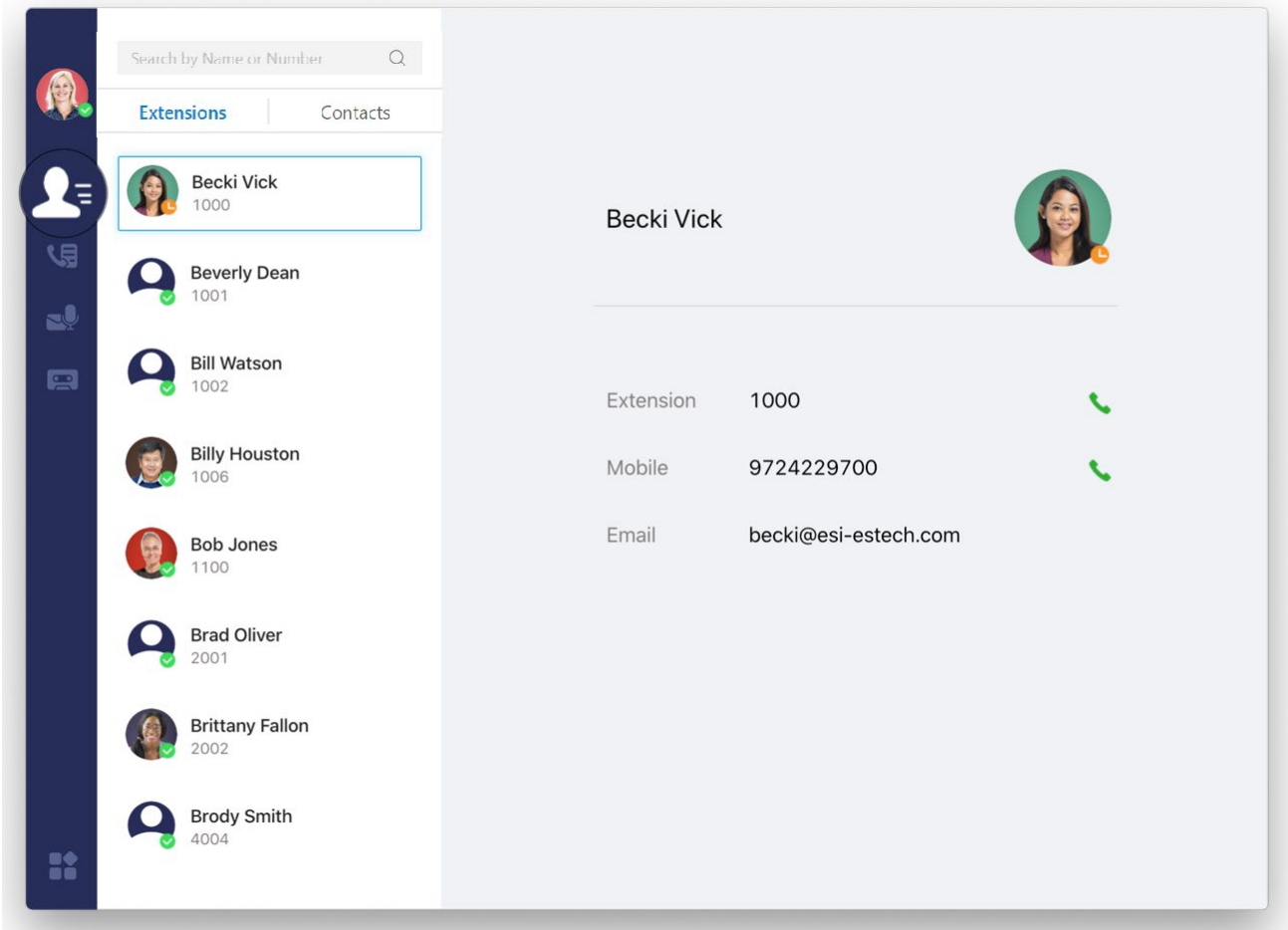
Personal Contacts

Personal contacts can be added to Desktop via the following methods:
- Manually enter a contact by clicking the Add Contact in eMobile Desktop.
- Manually enter a contact by clicking Add Contact in My Settings (eSIP Dashboard).
- Import contacts via My Settings (eSIP Dashboard).

Refer to the eSIP User's Guide for how to use My Settings (0455-0234, eSIP Evolution Series Extension User Guide). These contacts appear in Desktop under the Contacts tab as shown below.
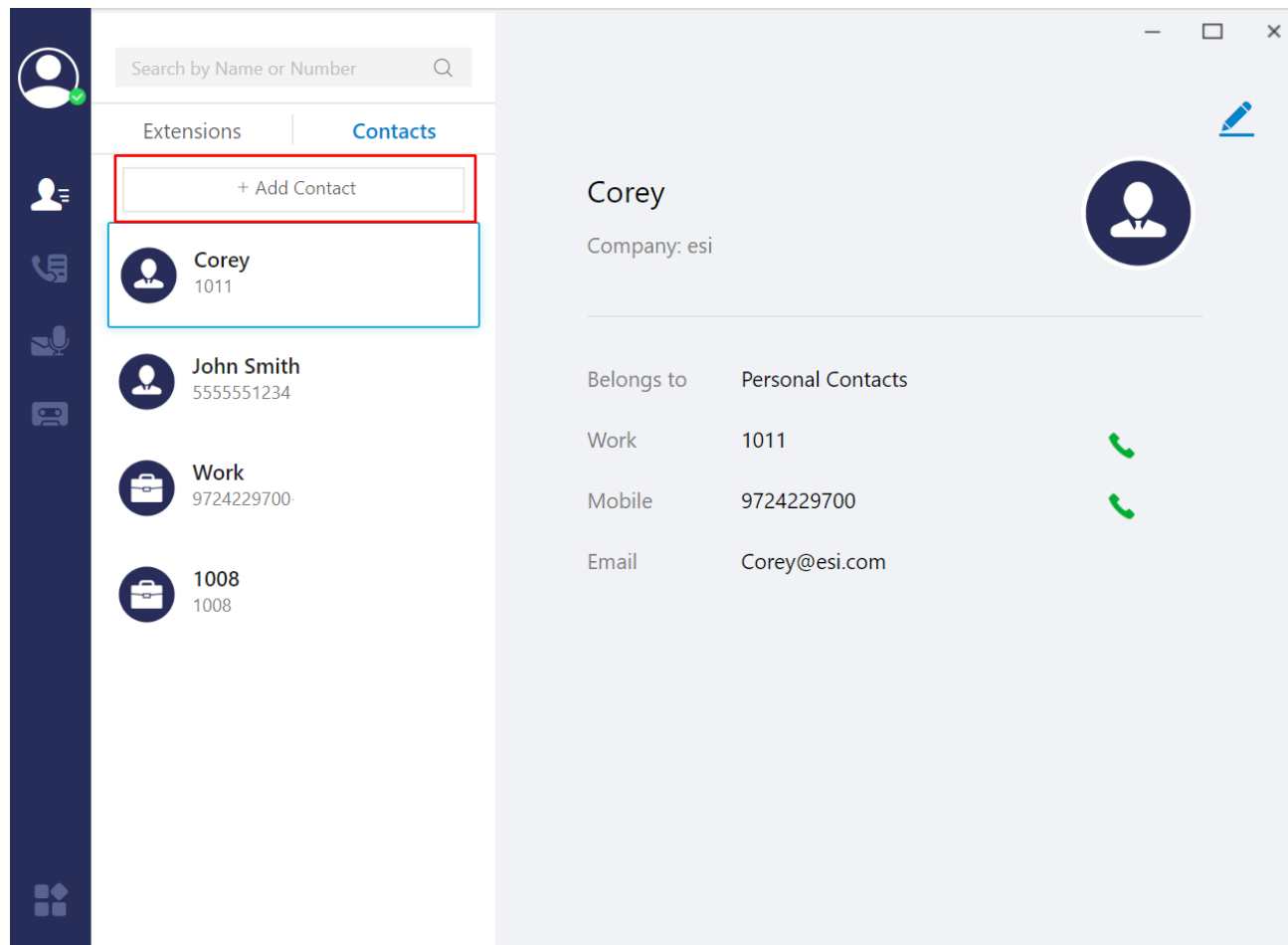

Company Contacts

Company contacts are added to the eSIP system by the system administrator. These contacts appear in Desktop under the Contacts tab as shown above.
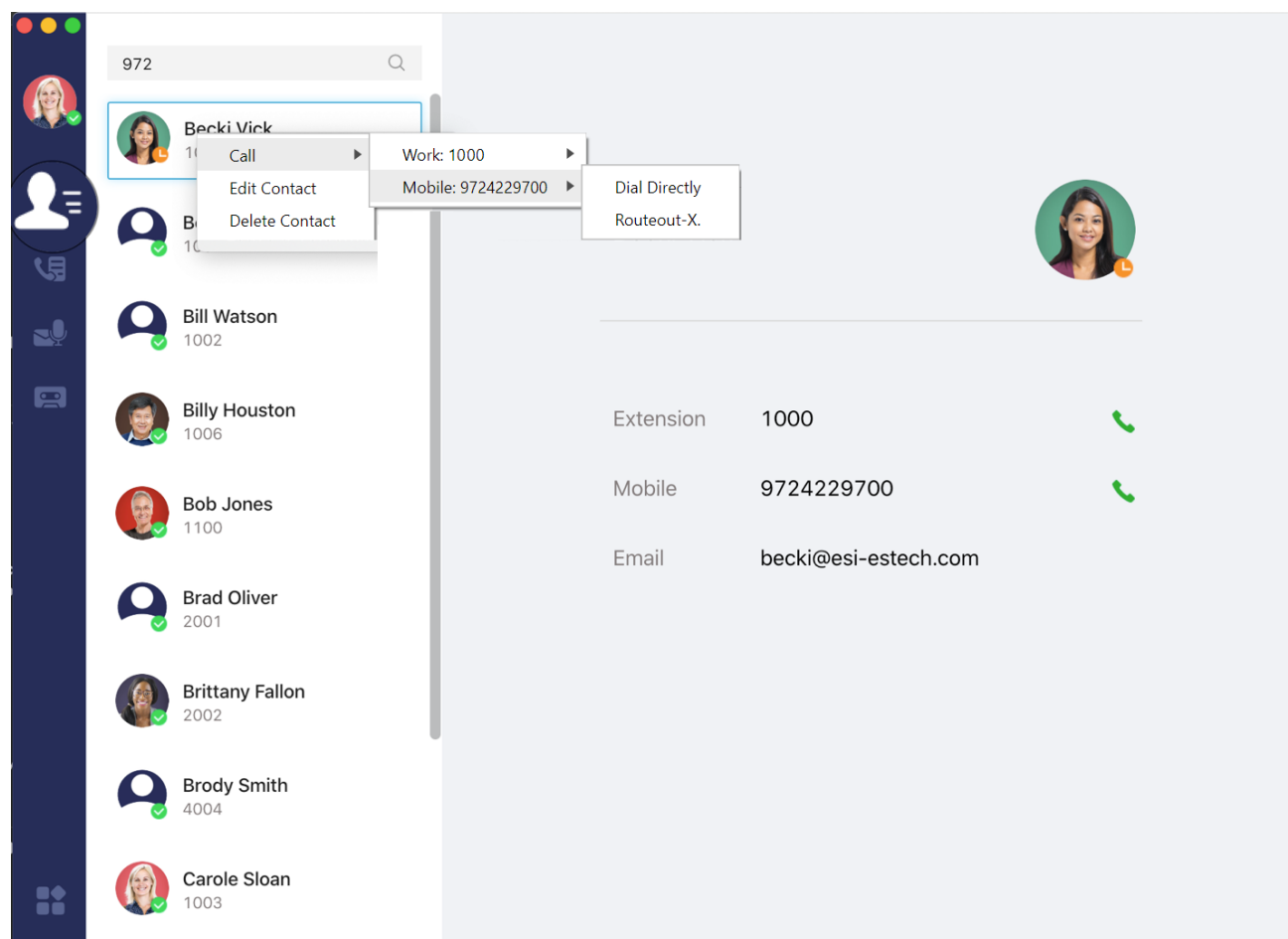
Flexible Dialing Modes

Method 1: Intelligent number-matching for quick dial-out.
Start entering a number on the dial pad and Desktop intelligently matches the relevant contact to help you quickly dial out.

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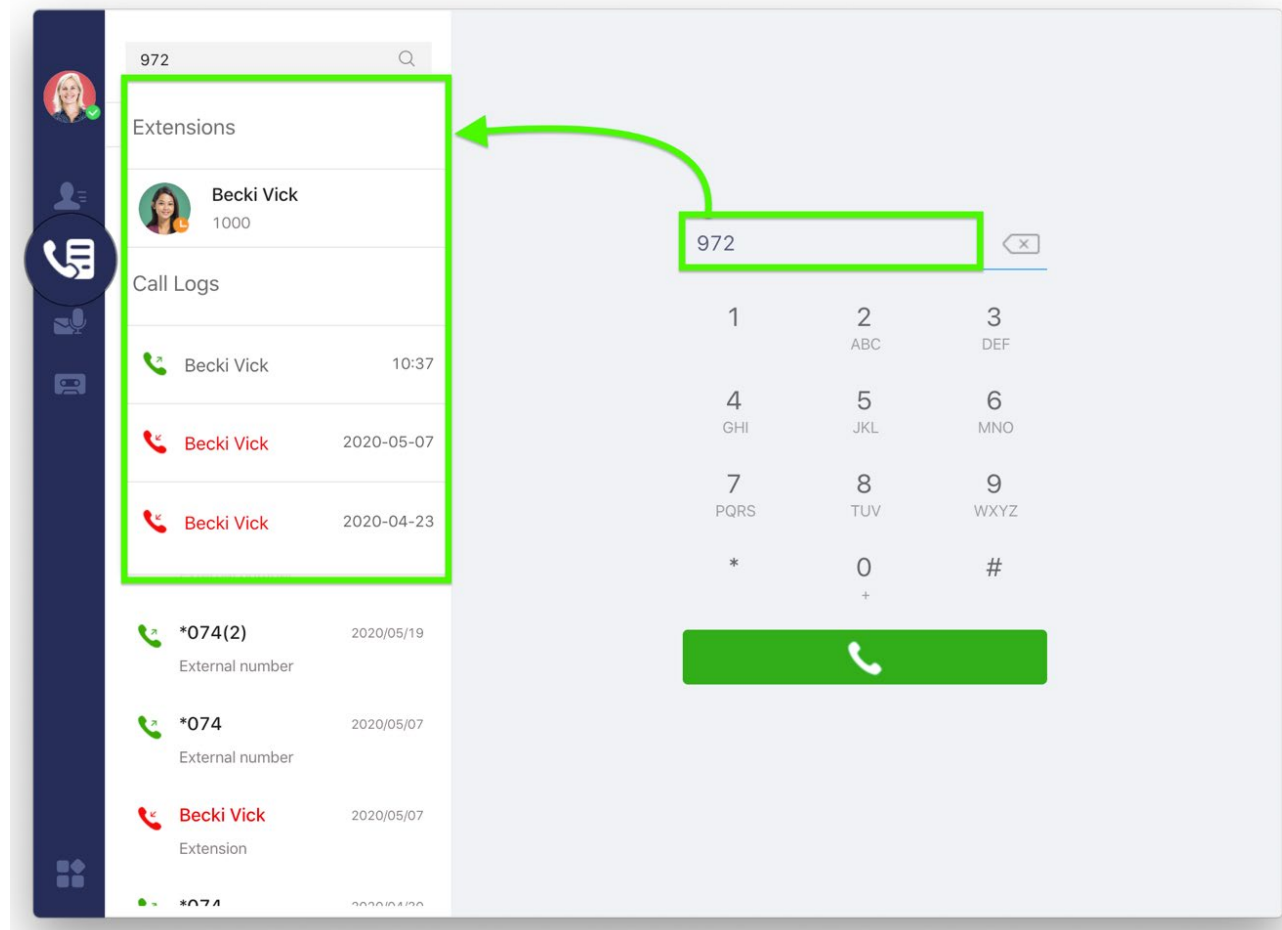
Method 2: Click on the handset icon in the contact's detailed view or right click on the contact.
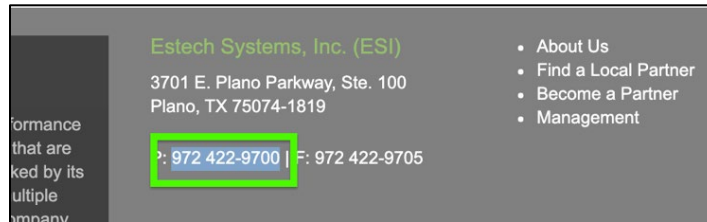
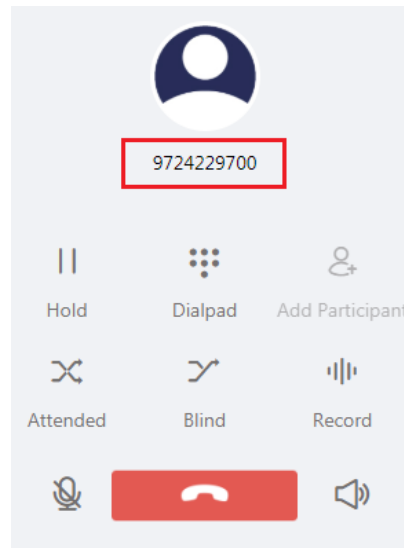**Method 3**: Select and dial with hotkey.
Simply highlight the number you wish to dial and use the hotkey:
On Windows, the default is Shift + Ctrl + E
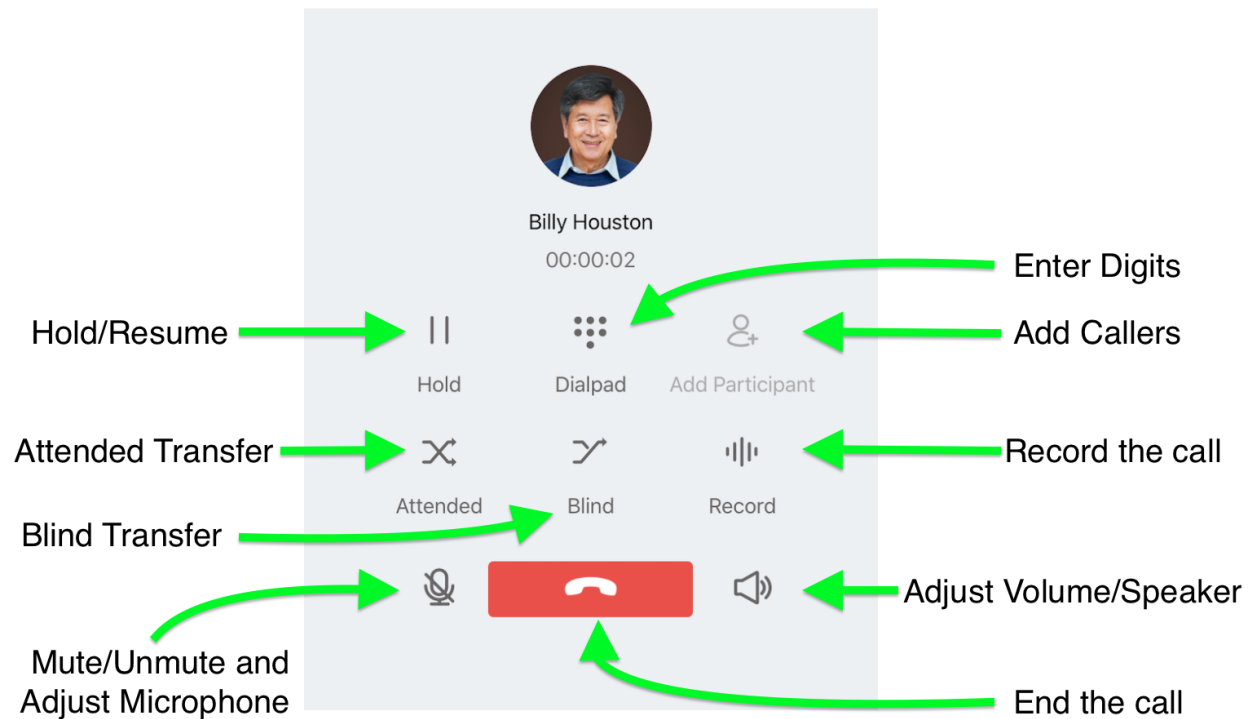On Mac, the default is Shift + Cmd + E


eMobile will then dial the number.

Note: You will need to click in the lower right corner and then go to Settings > Hotkeys, then enable Dial Selected Number to enable this dialing method.

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Call Handling Options

Hold/Resume

Attended Transfer

Blind Transfer

Mute/Unmute and
Adjust Microphone

Billy Houston
00:00:02

Hold

Dialpad

Add Participant

Attended

Blind

Record

Enter Digits

Add Callers

Record the call

Adjust Volume/Speaker

End the call

Conference Call

During a two-way call, both parties can invite up to 3 participants to join the call without interrupting the conference. Each one of the participants who are invited can invite up to 3 participants to join the call. Simply click **Add Participant** to add a participant.
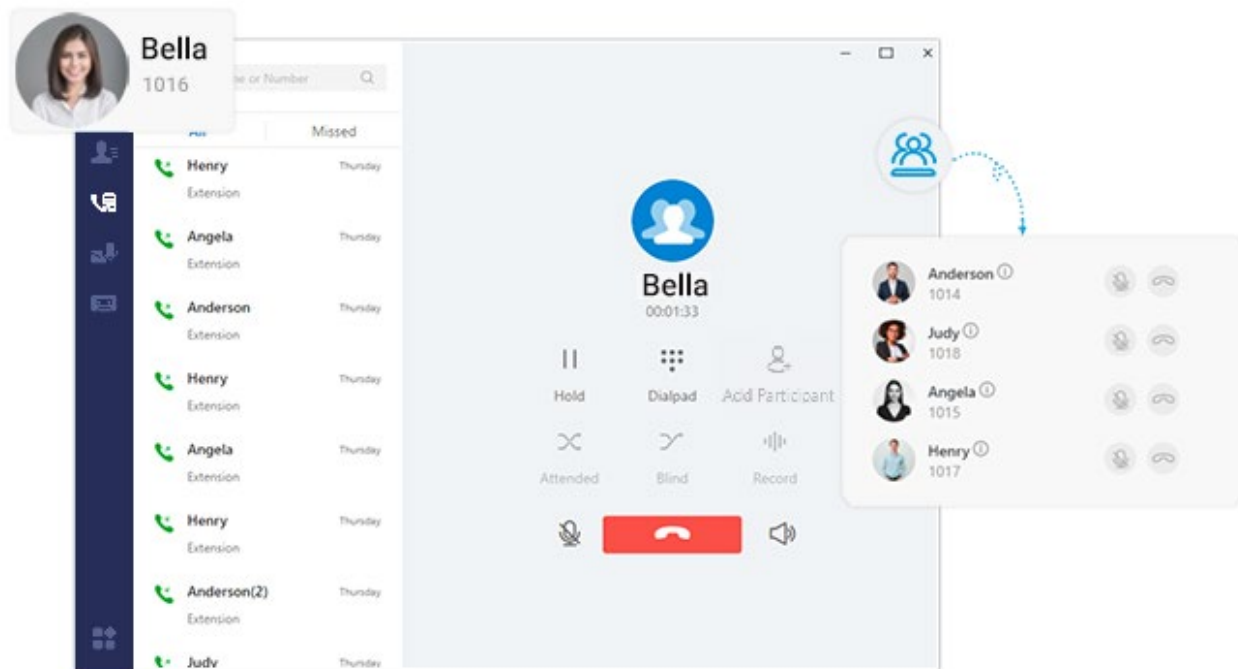
Presence Status

Customized presence message and call forwarding rules allow your colleagues to know when and how best to contact you. Click on the small icon shown in the lower right of your avatar to change your presence.
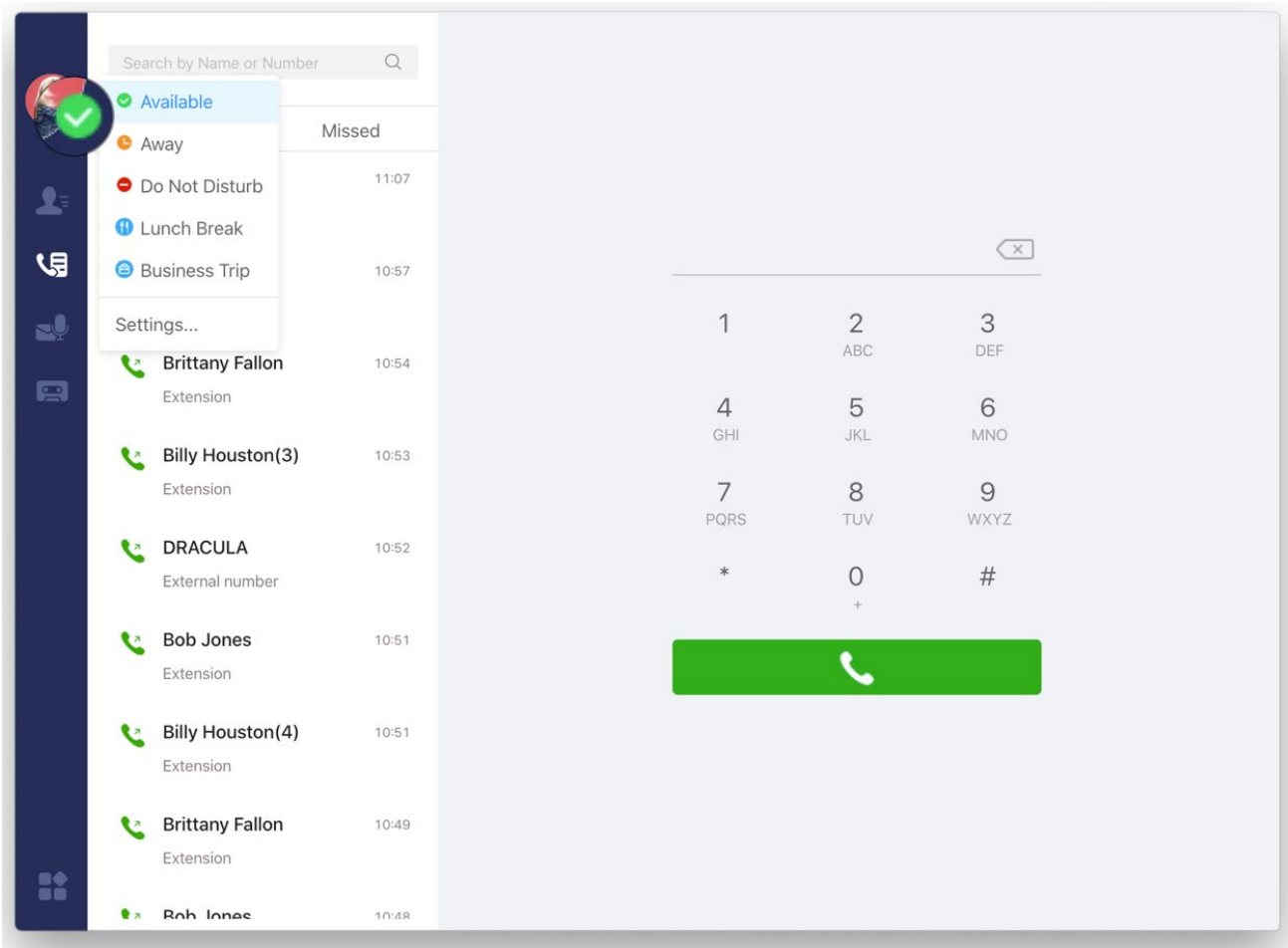
Voicemails and Recordings

The voicemails and recordings are synchronized on eMobile and the eSIP phone system. You can check voice messages on eMobile effortlessly.

Voicemail

Forward incoming calls to voicemail when your phone is off or has no signal.

To set call forwarding options click the icon in the lower left corner, then go to Settings > Presence > Call Forwarding.
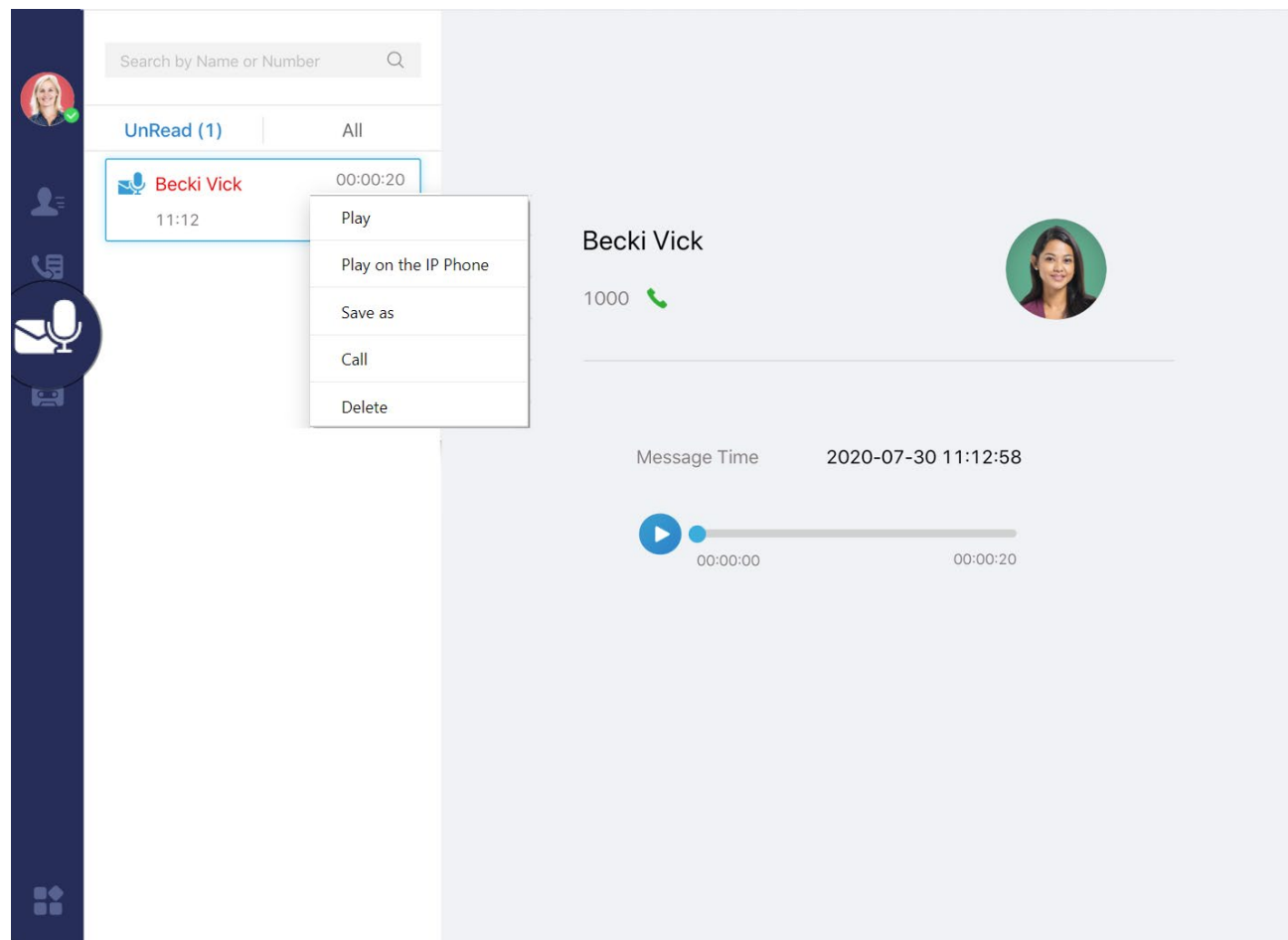
Recording

Start an instant recording during an active call to review notes or confirm details.

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