ESI eSIP Evolution Series

eMobile User Guide for iPhone

This guide introduces how to install and configure eMobile on ESI eSIP Evolution Series Server and how to use the eMobile client. This guide is for both the ESI eSIP Evolution Series Server administrator and the eMobile client users. This guide is based on eMobile mobile client version 3.7.5.

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Introduction

eMobile is a VoIP Mobile Client coordinated with ESI eSIP Evolution Series Server. eMobile makes your mobile phone an office extension and links you and your colleagues and customers anywhere anytime. Make and receive calls through a corporate phone network to slash call costs and enhance efficiency with consistent in-office experiences.

Standard Telephone Features

- Call Display
- Speakerphone and Mute
- Hold & Resume
- Call Waiting
- Do Not Disturb
- Call History
- Access to ESI eSIP Evolution Series Directory
- eSIP Server Contacts Integration
- Contact Avatars
- Audio Call Conference
- One-touch Recording
- Call Transfer

Specifications

- iPhone Requirement: iOS 10.0 or later
- Supports CallKit feature on iOS 10
- eSIP Server Requirement: ESI eSIP Evolution Series Server firmware version 30.8.29.8.23 or later
- Network: 2G/3G/4G or Wi-Fi
- Protocol: SIP RFC3261
- Codec: iLBC
- Network Protocol: TCP/IP/UDP, RTP/SRTP/RTCP, HTTP/HTTPS
- DTMF: Inband, RFC4733 (RFC2833), Info

Getting Started

Installing eMobile on iPhone

ESI eMobile App must run on iPhone iOS 10.0 or later. Users can download the iPhone eMobile App via the App Store. Search “ESI eMobile” to download the App.

Look for the ESI eMobile icon in the App Store.

iPhone Network Settings

Before using eMobile, please make sure that the network settings on your iPhone are configured correctly. You can choose Wi-Fi network or cellular data for your iPhone. Enabling both Wi-Fi and cellular data is a better choice so that eMobile will keep working through the cellular data if you are not in the Wi-Fi zone.

Note:

- We strongly recommend that you perform your initial setup from within a “known” network, such as in your company or in your home, but not in a public network such as an internet café.

Logging into eMobile

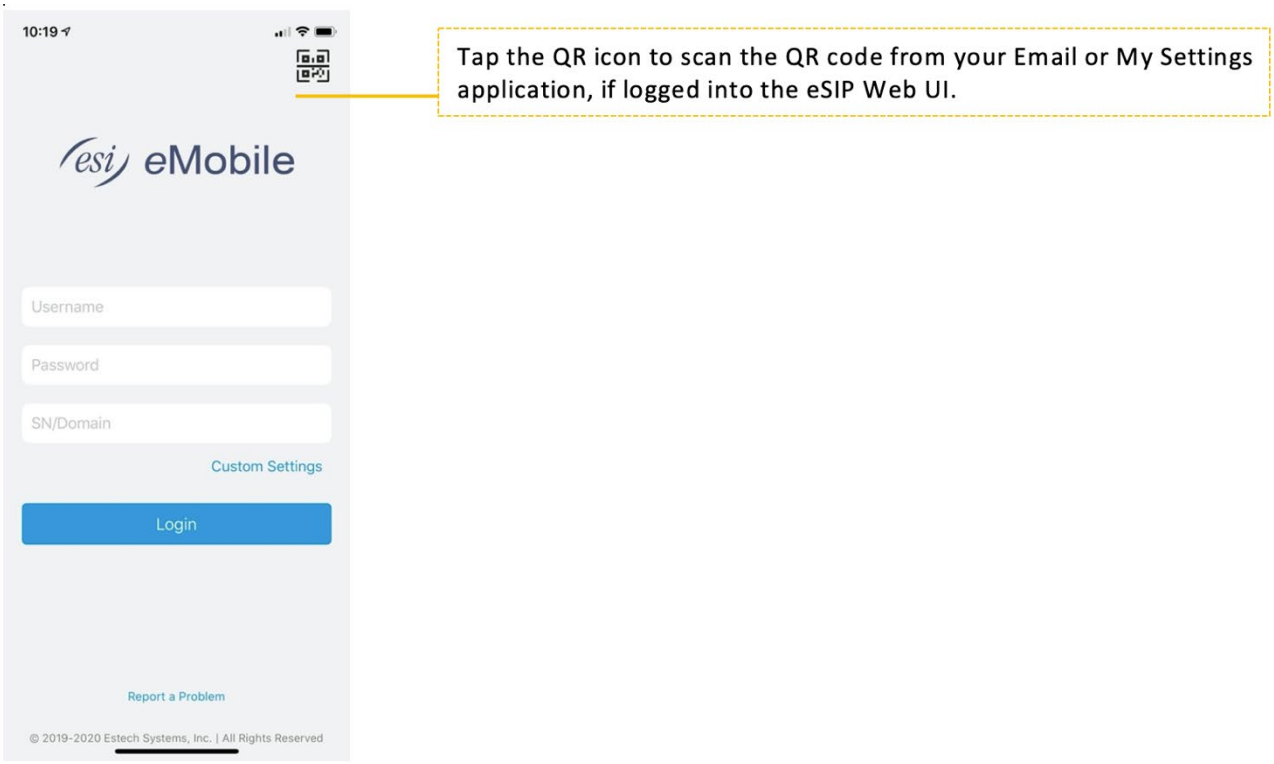
Once eMobile has been downloaded and installed on your iPhone, you can see the icon on your iPhone. Tap the icon to launch eMobile.

Notes:

- Please allow eMobile to send notifications when the application is in the background.
- You need to confirm whether to allow eMobile to access Contacts from your phone. If you allow this action, eMobile will continually synchronize with your eSIP Server contacts.

You have three ways to log into eMobile mobile client.

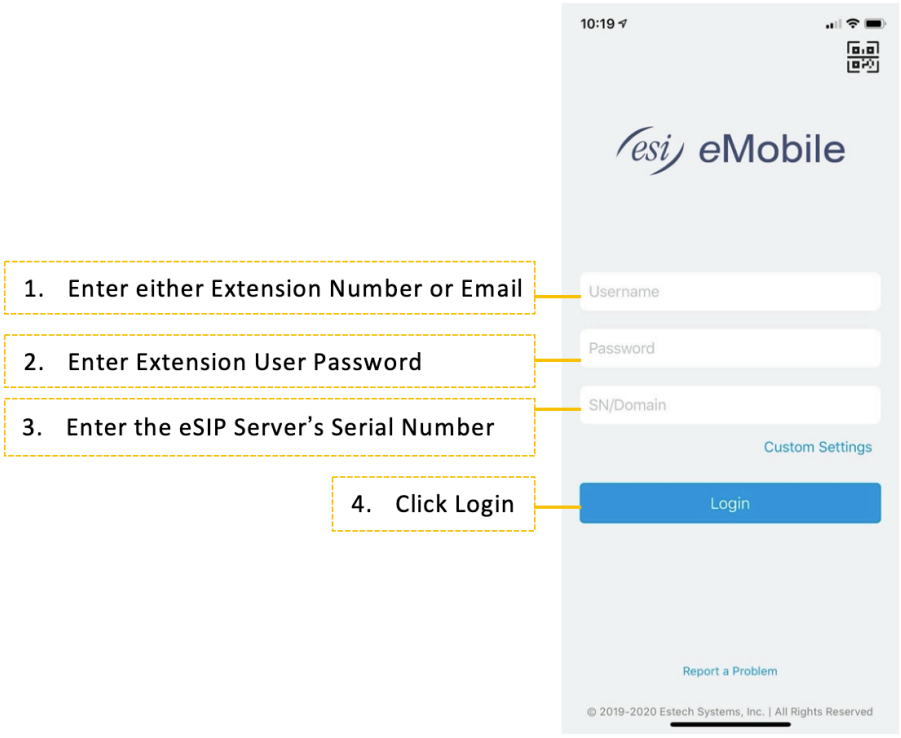
- **Scanning QR Code**
  - If you have received an eMobile Login email on your COMPUTER, you can choose to log into eMobile via the QR code. From your phone, tap the QR code button on eMobile App login page and scan the QR code in the email to log in.



- **Copying the Login Link**
  - If you have received an eMobile Login email on your MOBILE PHONE, you can choose to log into eMobile viathe link. Copy the link, then open the eMobile mobile client and tap **OK** to log in.
    Note: The QR code and link are only valid in 24 hours and can only be used once.

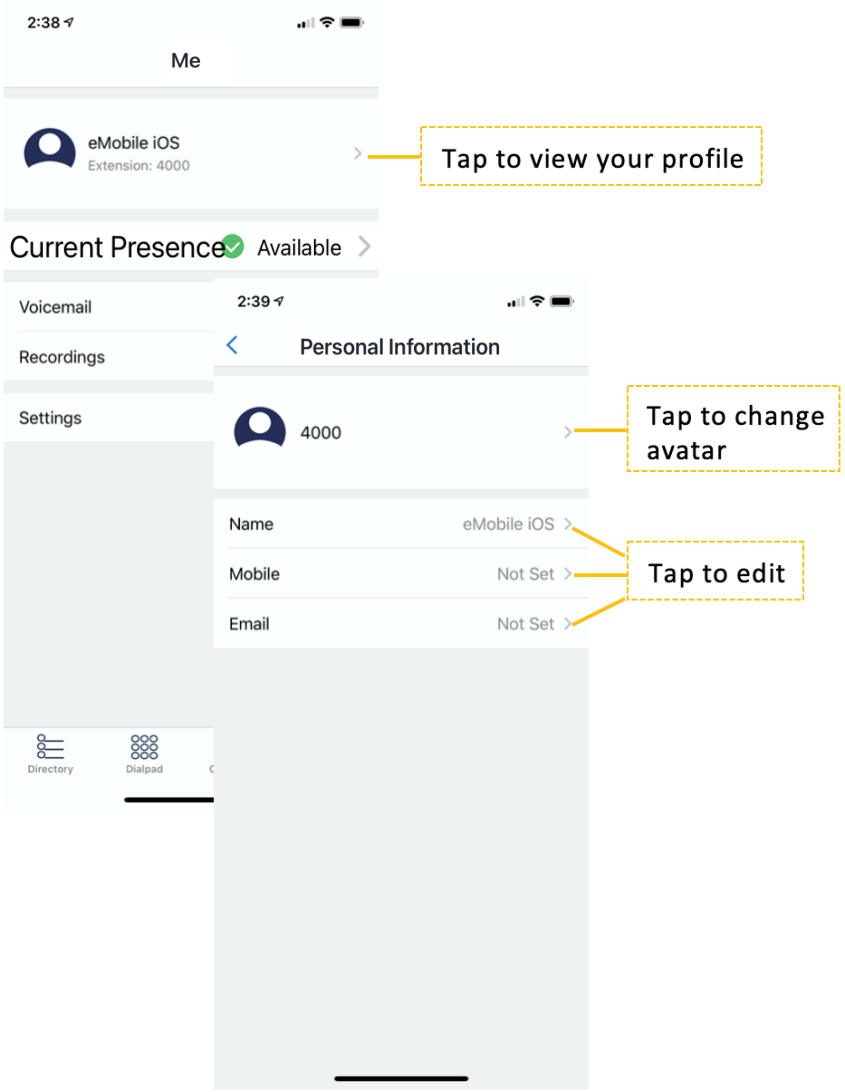
- **Logging in Manually with Custom Server Settings**
  - You can also tap “Custom Server Settings” on the eMobile mobile client login page and enter the eSIP Server IP address and port manually to log in.

- **Logging in Manually with eMobile +**
  - With eMobile + add-on service, you can enter your Username, Password, and eSIP server's Serial Number to manually log in.



Personal Information

After login, you can edit your profile by taping the icon on the bottom of the screen.



Calling with eMobile

Interaction between eMobile & eSIP Server Phone

Outgoing Calls

- You can make an eSIP Server call regardless of the state of eMobile.
- Calls from eMobile can be made if not on an eSIP Server call.

Incoming Calls

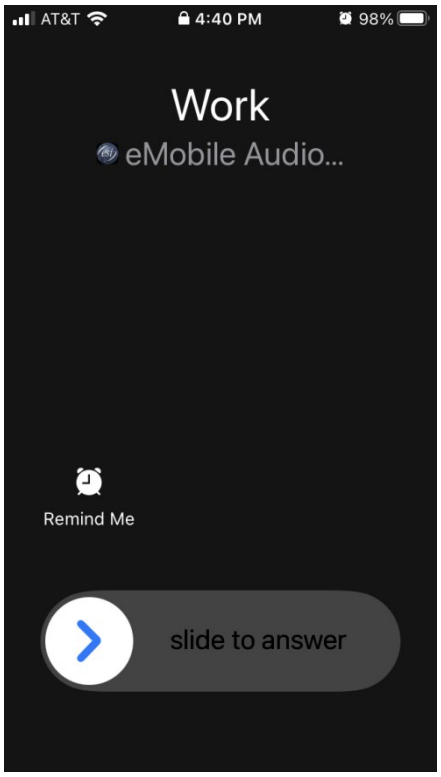
- An incoming call to your extension will ring eMobile if you are not on an eSIP Server call.

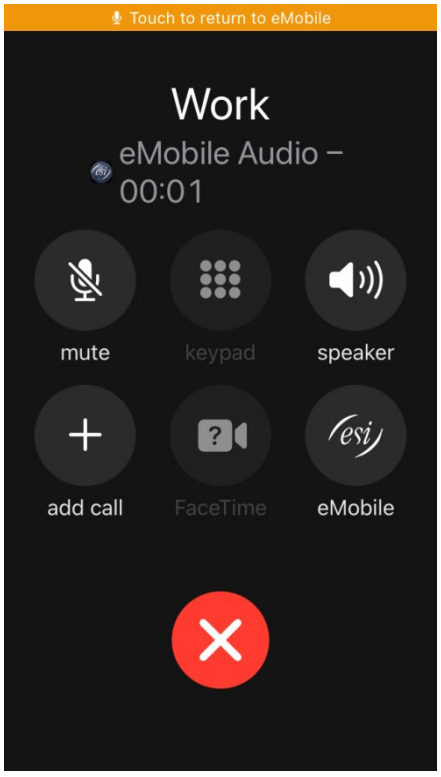
Established Calls

- If you accept an incoming eSIP Server call, you cannot handle the call by eMobile.
- If you make a call from eMobile, you can record the call or transfer the call on eMobile.

Answering a call from locked screen

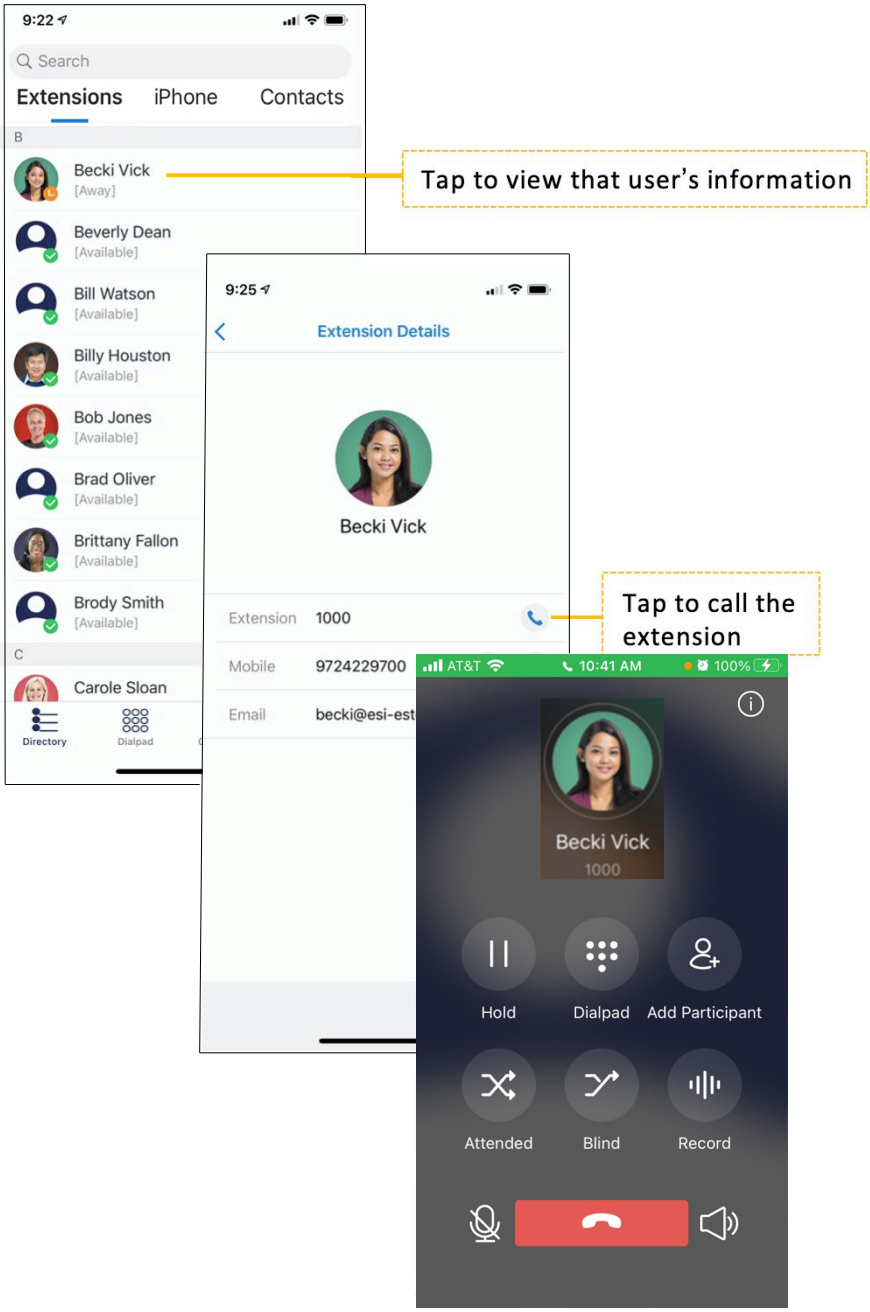
- Incoming calls on eMobile come through only as simple banner notification. Slide to answer call (left image). Press to disconnect call (right image).





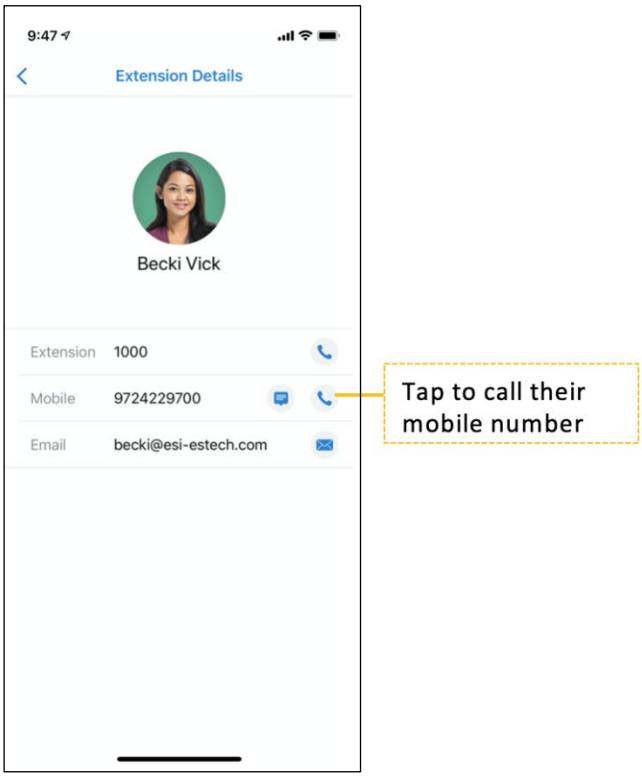
Making a Call from Extension List

Access the ESI eSIP Evolution Series Server extension list by tapping the icon at the bottom of the screen. Choose the extension number and tap the icon to call the extension number directly.



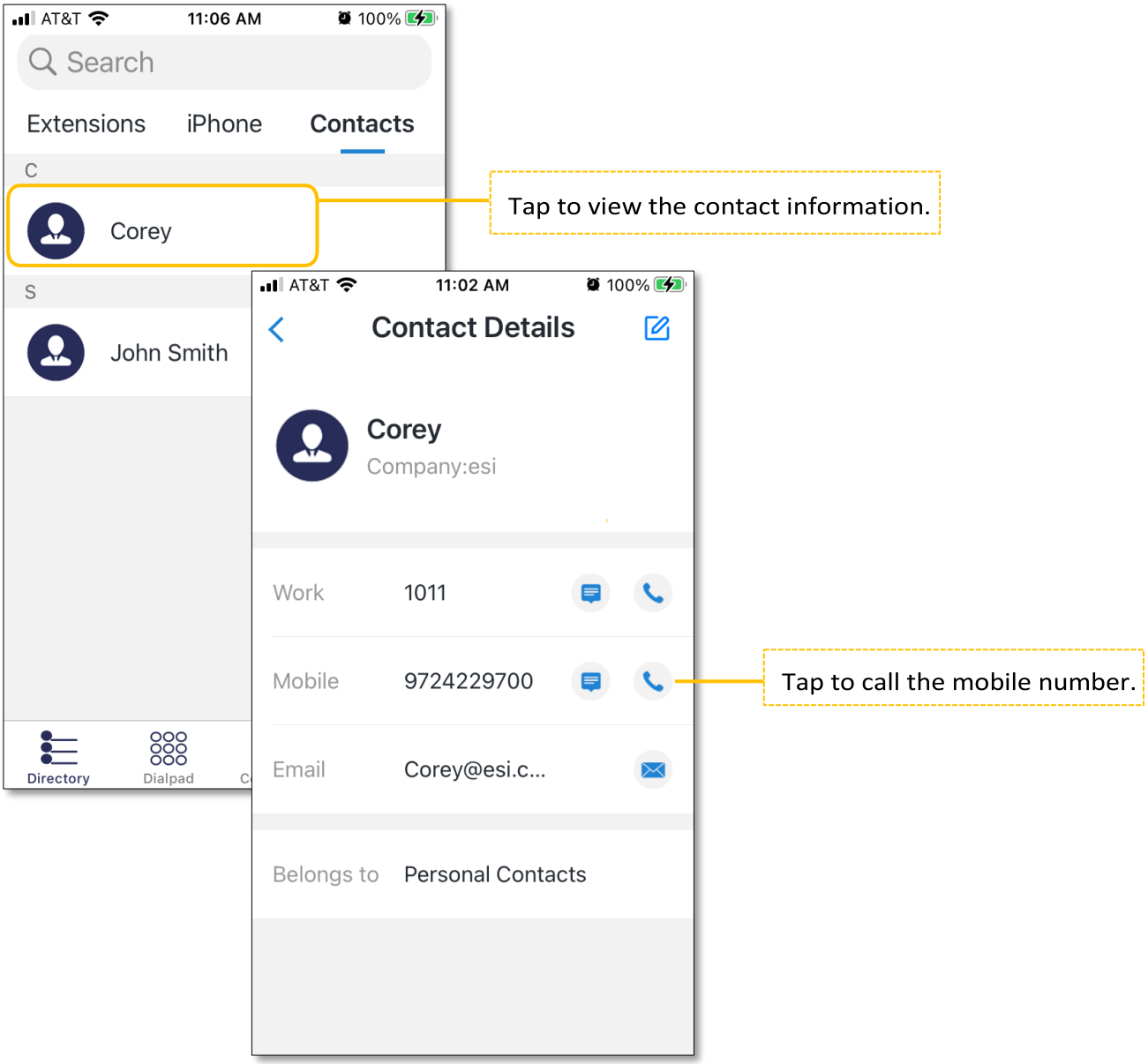
Call Mobile Number

Users can also call a person's mobile phone on eMobile. The bill is charged to the ESI eSIP Evolution Series Server. The number you want to call should match outbound routes or the call will fail.



Making a Call from Contacts

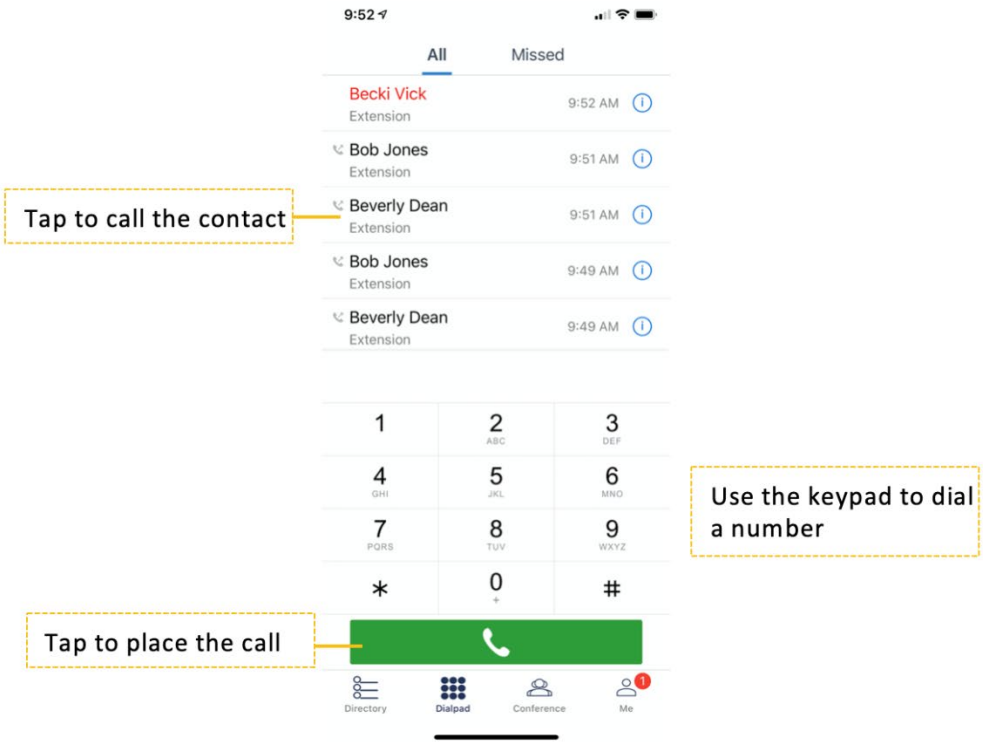
Access eMobile **Contacts** by tapping the icon at the bottom of the screen. The contacts are continually synchronized with your PBX contacts.



Making a Call from the Dial Pad/Call History

Tap the icon at the bottom of the screen. A dial pad appears and displays all the call history and missed calls. Tap the icon to hide the dial pad. You can check all the call history at this point. Tap the icon to show the dial pad again.

Enter a number on the dial pad and tap to call, or you can call from the history.



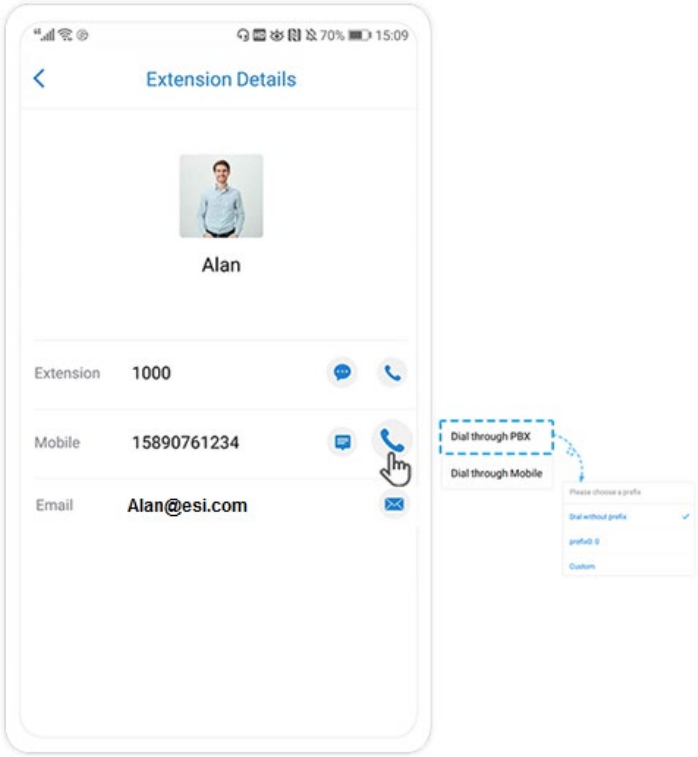
Flexible Dialing Modes

Method 1: Intelligent number-matching for quick dial-out.

- Enter number on dialpad, eMobile intelligently matches the relevant contact to help you quickly dial out.

Method 2: Rewrite the prefix of callee number and place the call out.

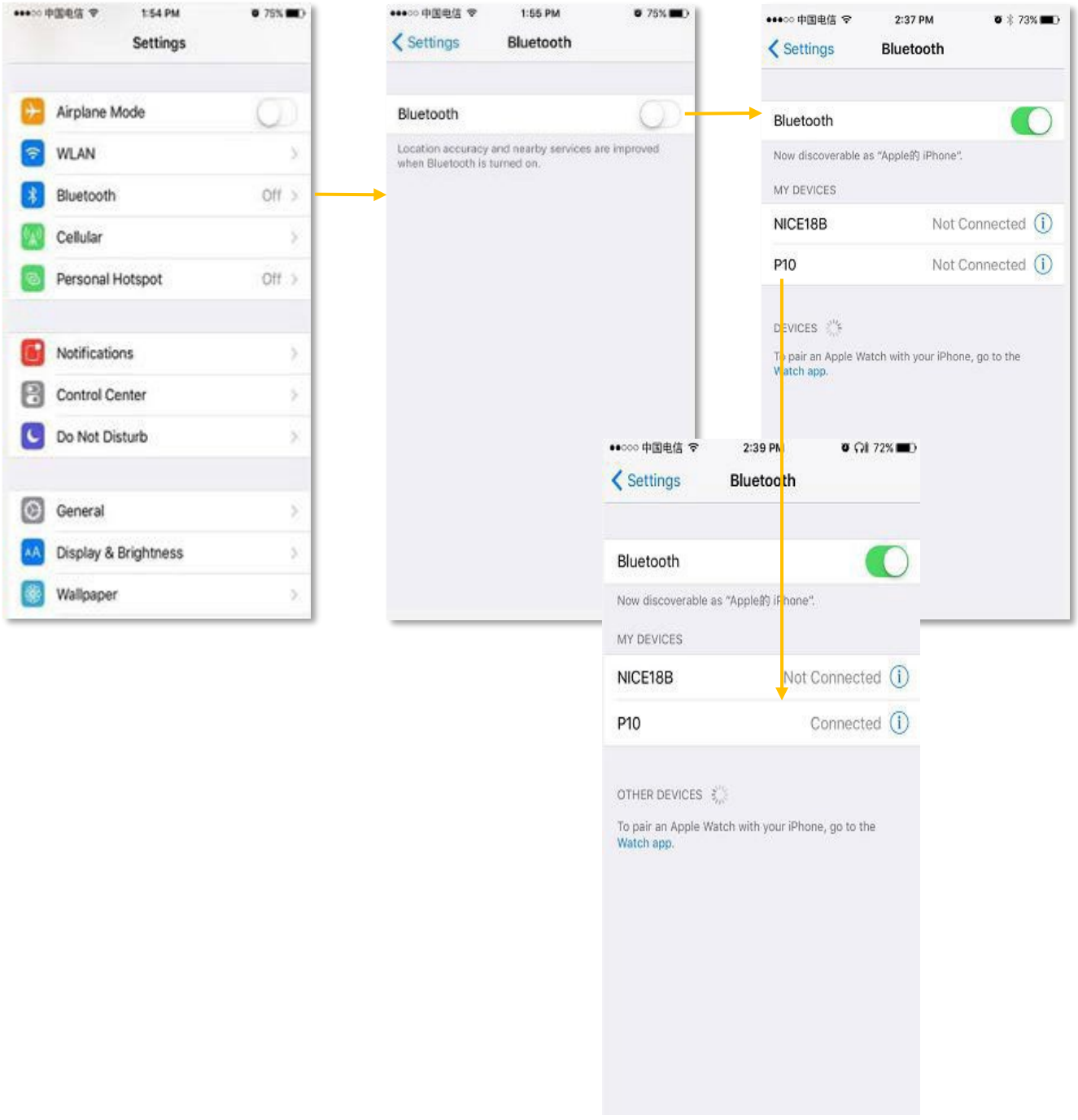
- Long press a contact's mobile number or another external number, and select "Dial through PBX". Then you can rewrite the prefix of callee number, and place the call out using company's trunk.



eMobile supports receiving calls using Bluetooth.

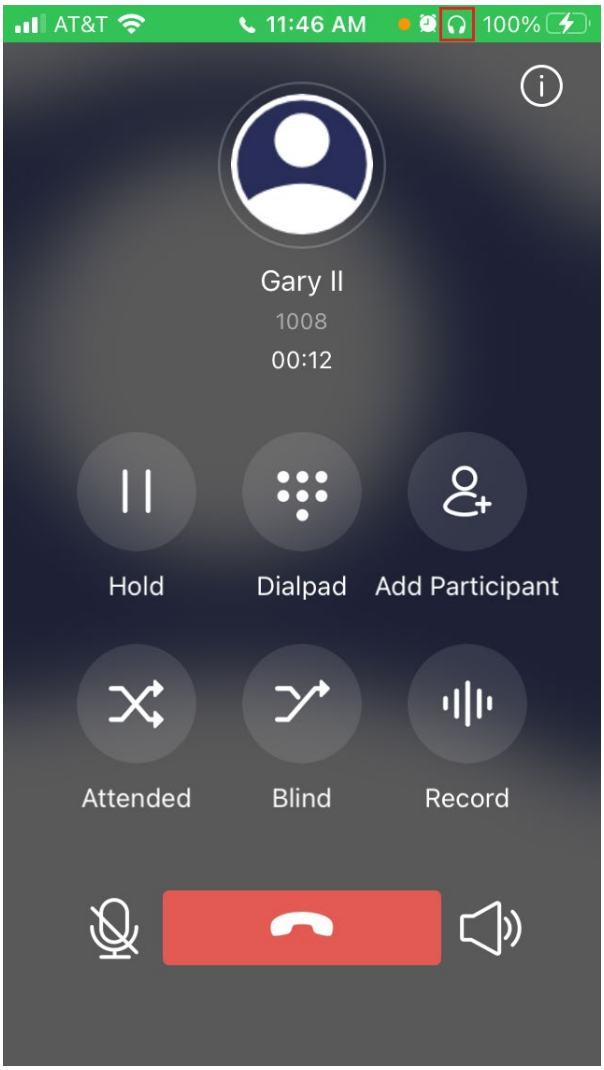
Step 1: Switch on the Bluetooth headset.

Step 2: Enable Bluetooth on the iPhone by **Settings > Bluetooth**, and then search available devices. Tap the name of the Bluetooth headset to match your Bluetooth.



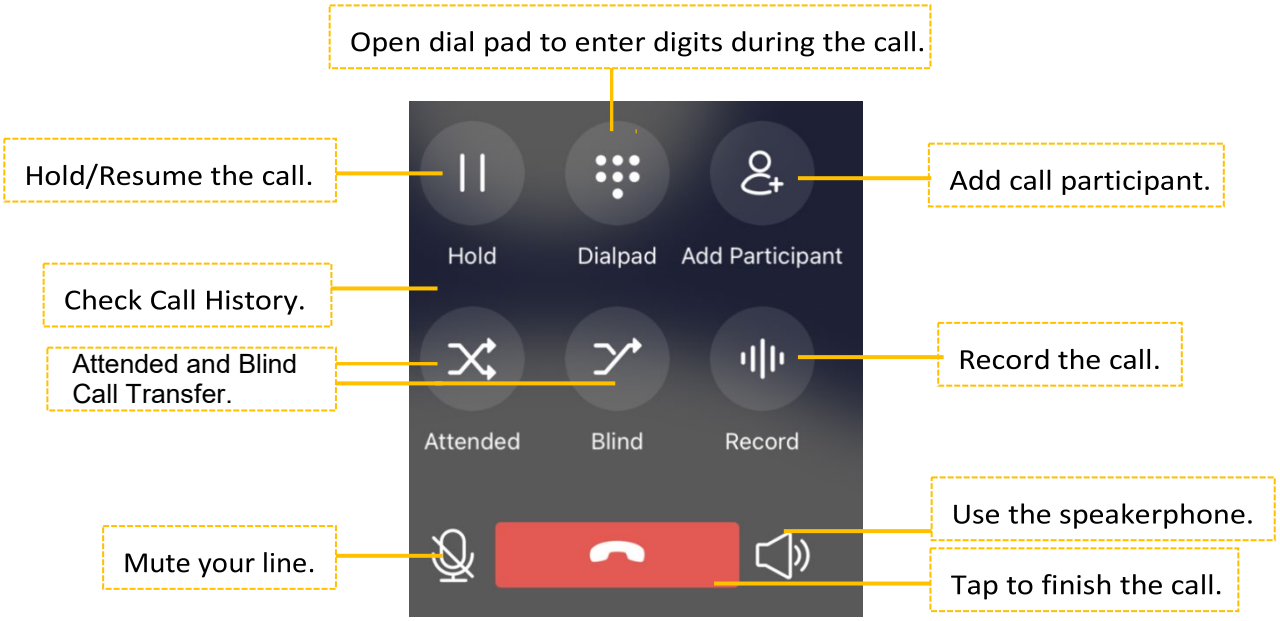
Step 3: Using Bluetooth headset.

- When there is an incoming call the User can push the button on the Bluetooth headset to receive the call. If the iPhone screen shows this headset icon , it means the call is received successfully using Bluetooth.



Handling an Established Call

When you are on a call, the screen shows several call options.



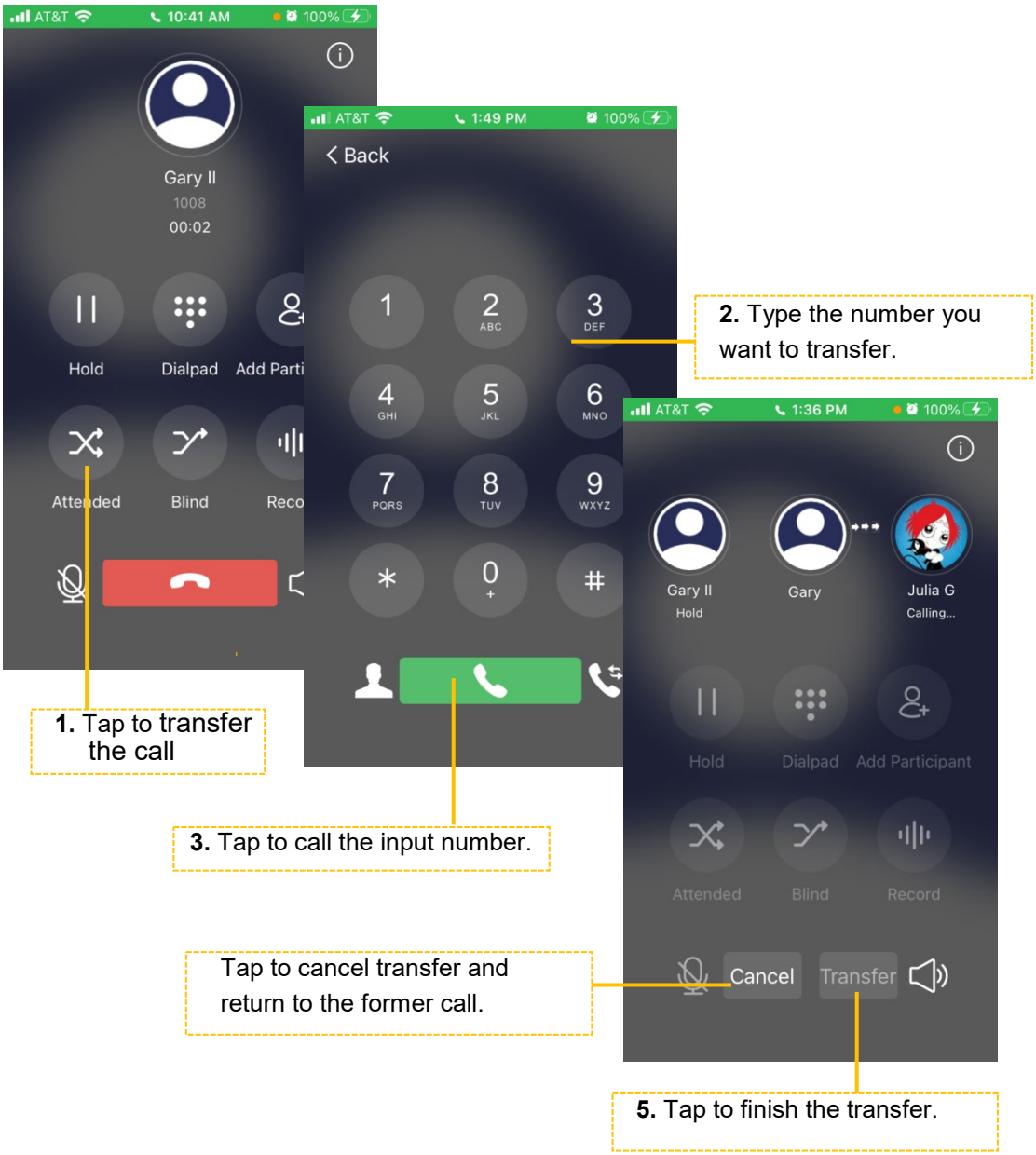
Attended Call Transfer

Tap the icon during the call and you can make an attended transfer. Dial a number and you can talk to the person who has picked up the call before transferring the caller over to him/her.

User A and User B are on the phone, User B is on eMobile and wants to transfer the call to User C.

- Tap the icon and the screen will be switched to the Dial Pad screen.
- Input User C's number on the screen then tap to call User C.
- User B talks to User C and the call between A and B is put on hold.
- User B taps

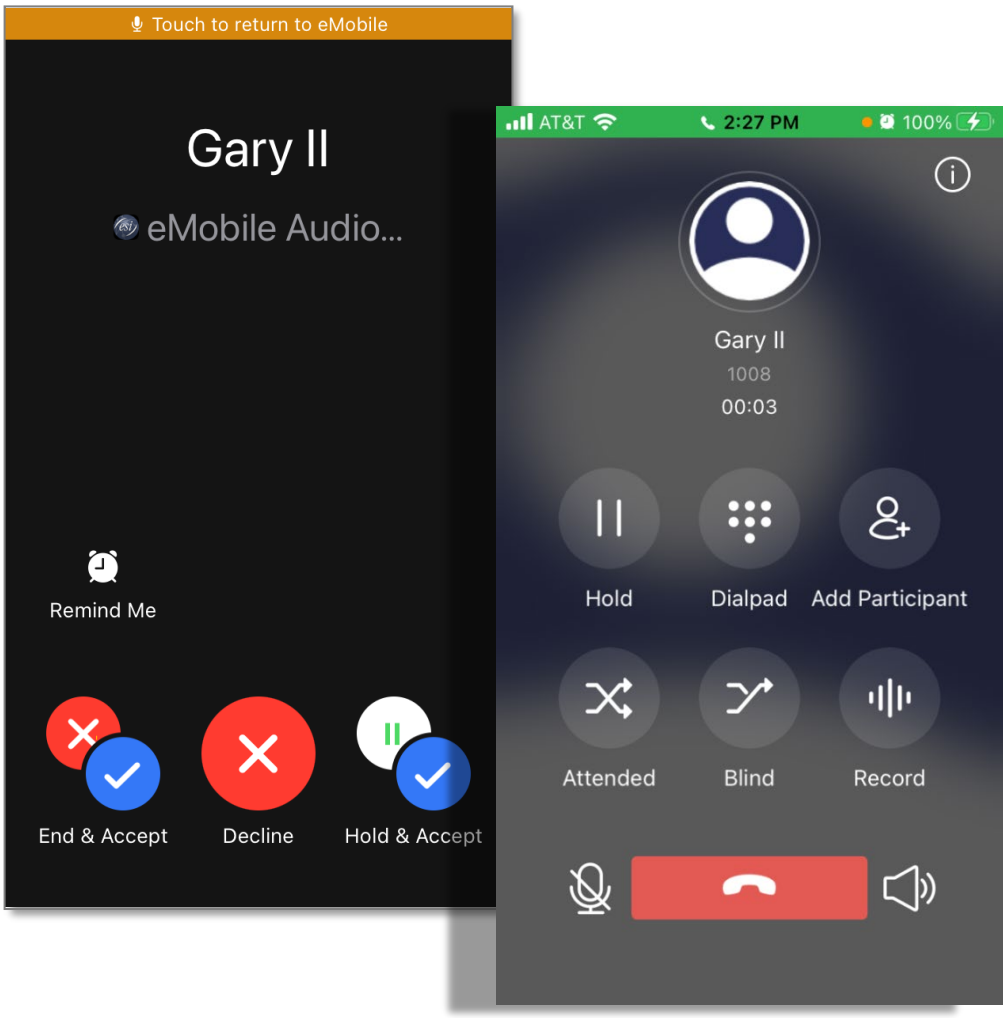
to finish the call between B and C.
- The call between A and C is established once B ends the call.



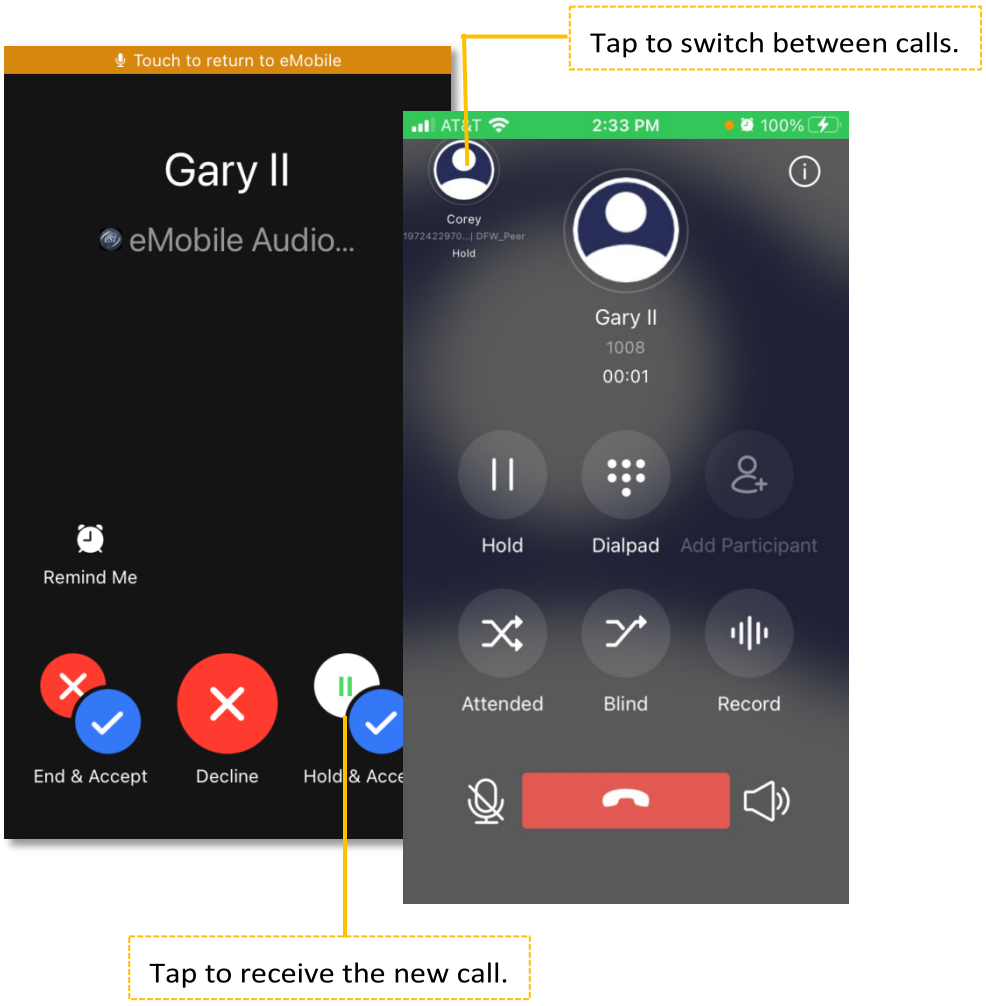
Call Waiting

Call Waiting is a feature that allows you to receive a call while you are already on the line with someone else. User A and User B are on the phone. User C makes an incoming call to User A.

- Tap the icon and User B will be disconnected. User A and User C will establish the call immediately.
- Or tap icon and then User C will be disconnected. User A and User B will continue to talk.



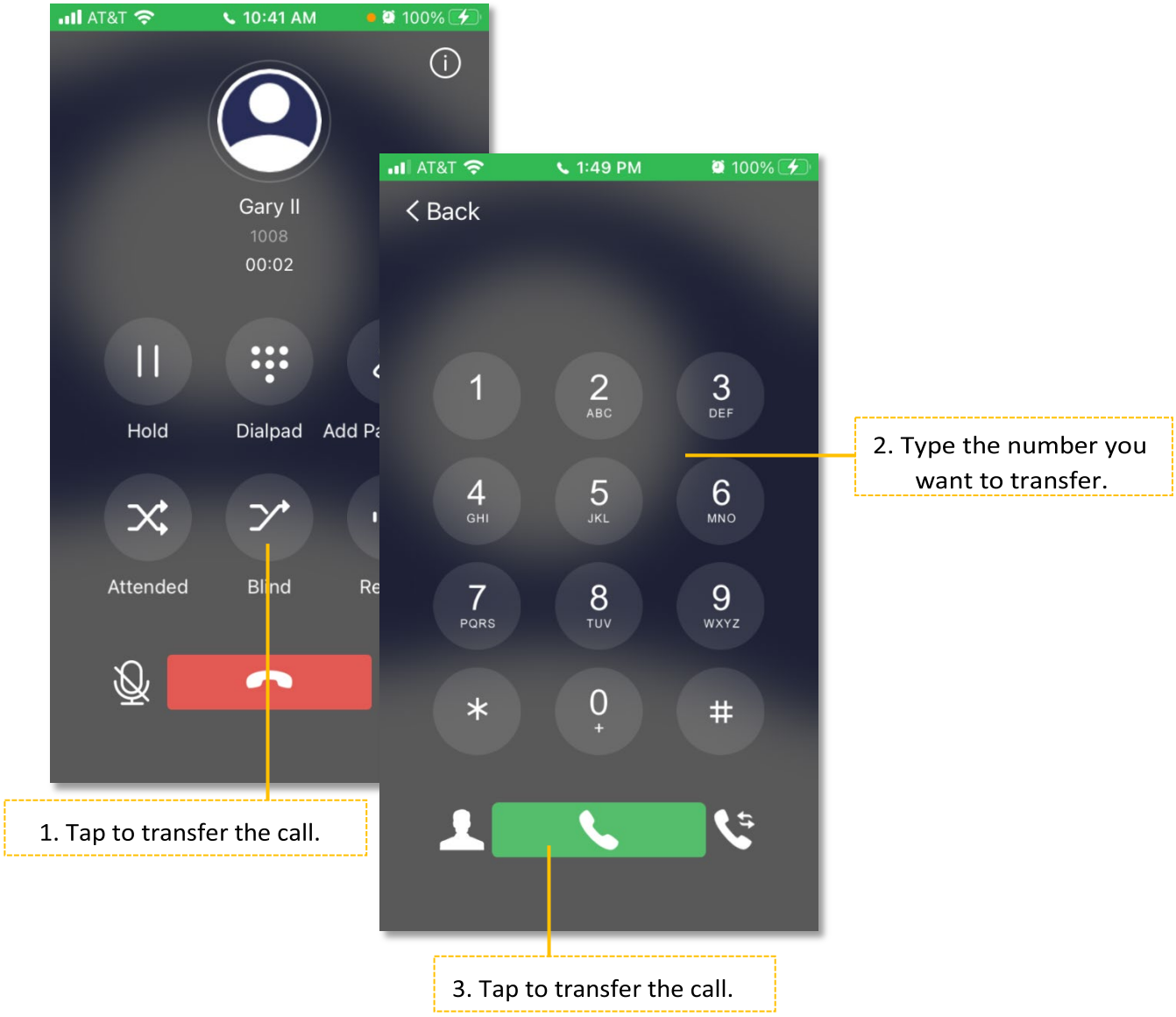
Tap the icon and then User B will be put on hold. User A and User C will establish the call immediately. During the call, User A can tap the user's icon to switch thecall.



Blind Transfer

Tap the icon during the call and you can choose to make a blind transfer.
User A and User B are on the phone. User B is on eMobile and wants to transfer the call the User C.

- Tap the icon and the screen will be switched to the Transfer Screen.
- Switch the transfer type to “Blind”.
- Input User C’s number on the screen then tap to call User C.
- The call between A and C is established immediately.

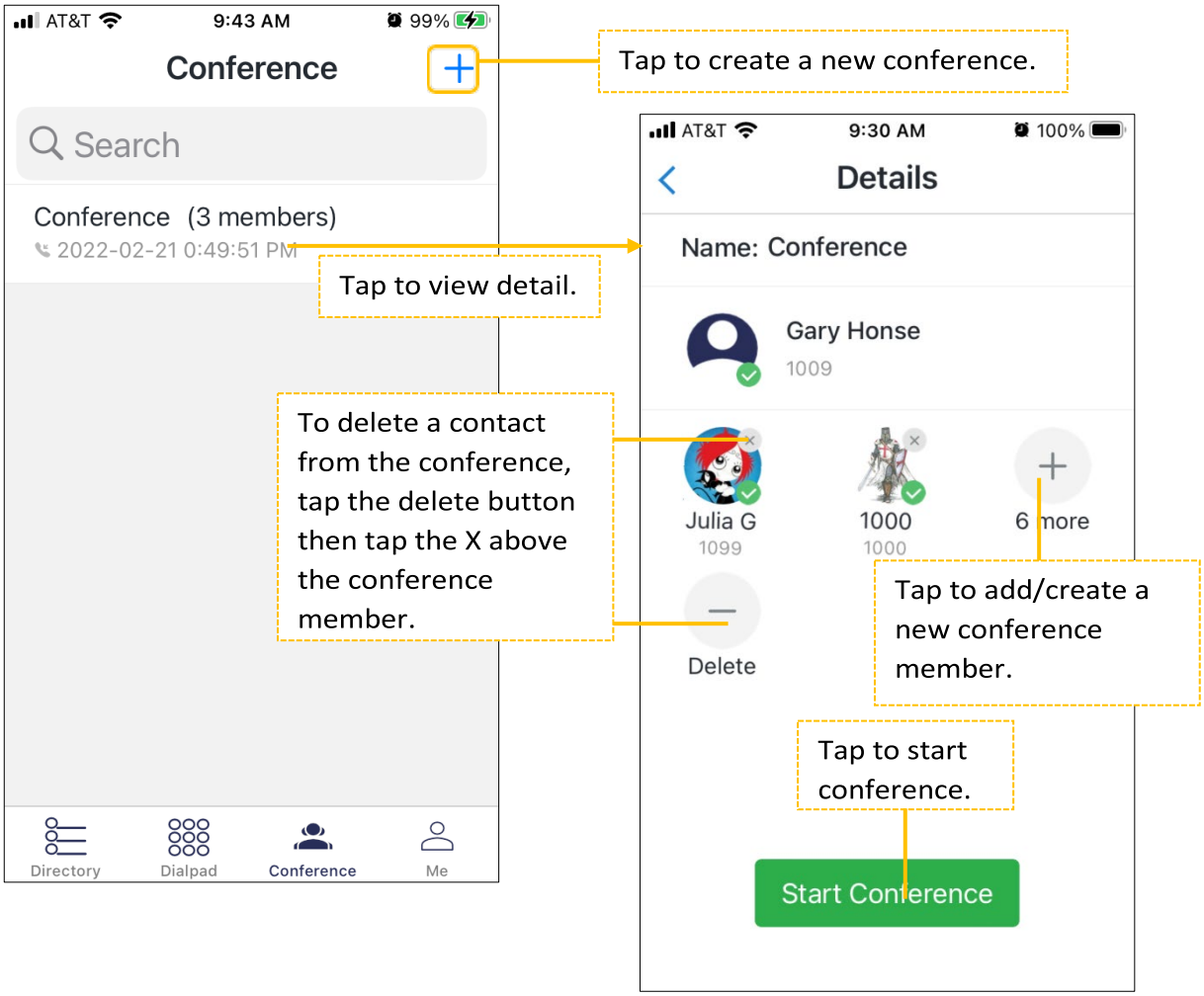


Initiate a Multi-party Call

Start a new call with one or more participants to work on a subject that requires immediate attention.

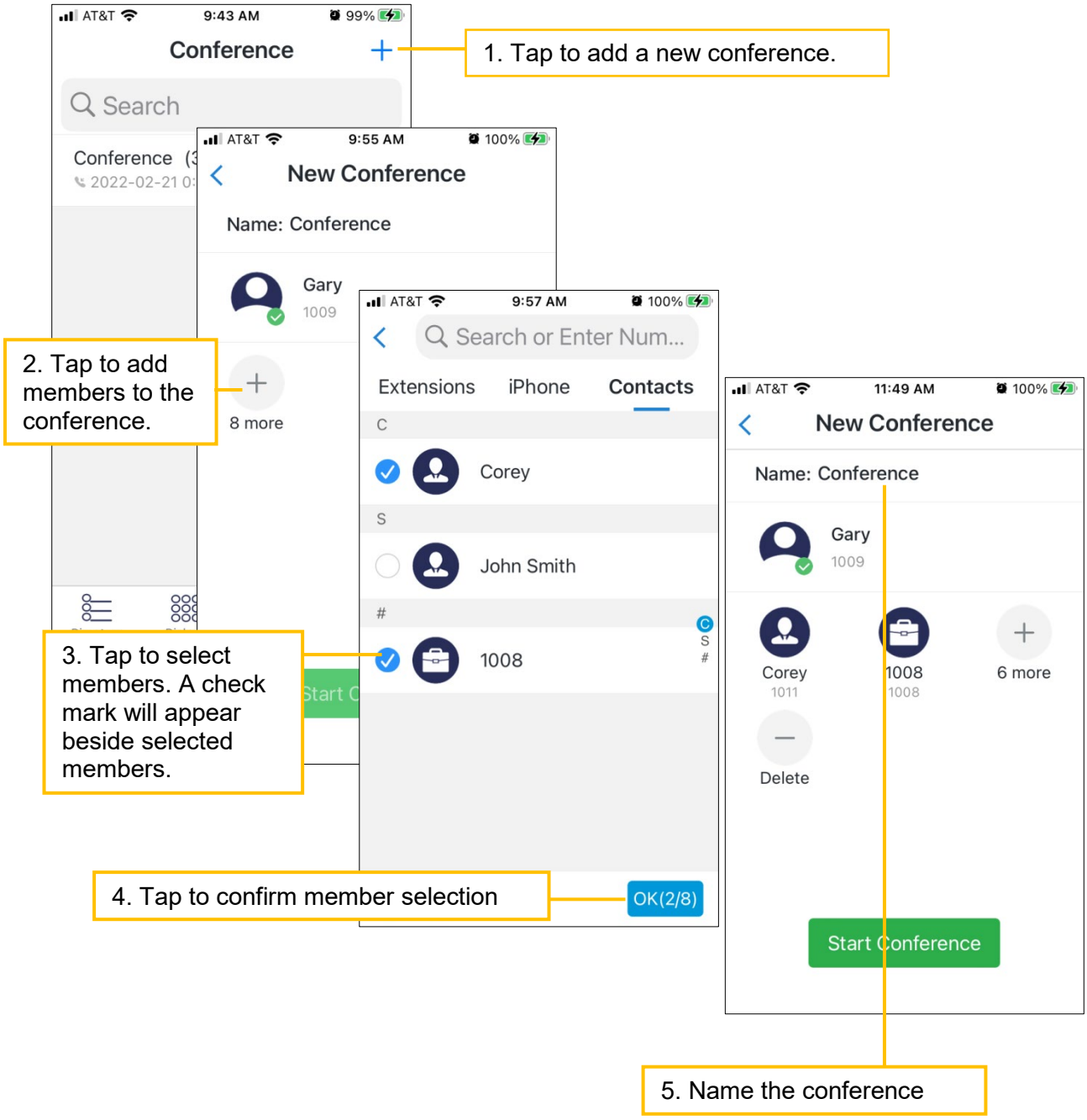
Conference

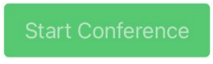
eMobile client supports up to 9-way conferencing. Tap the icon on the bottom of the screen to enter the conference list. Tap the + icon to add a new conference or choose and tap an existing conference.



Adding a New Conference

Start by tapping at the bottom of the screen.



Tap  at the bottom of the New Conference screen to start the conference.

During a Conference

When the conference is established, the conference administrator can manage the conference in the following ways:

- Re-invite contact to the conference
- Mute/unmute the conference members
- Delete the conference members
- End the conference Conference Member Status

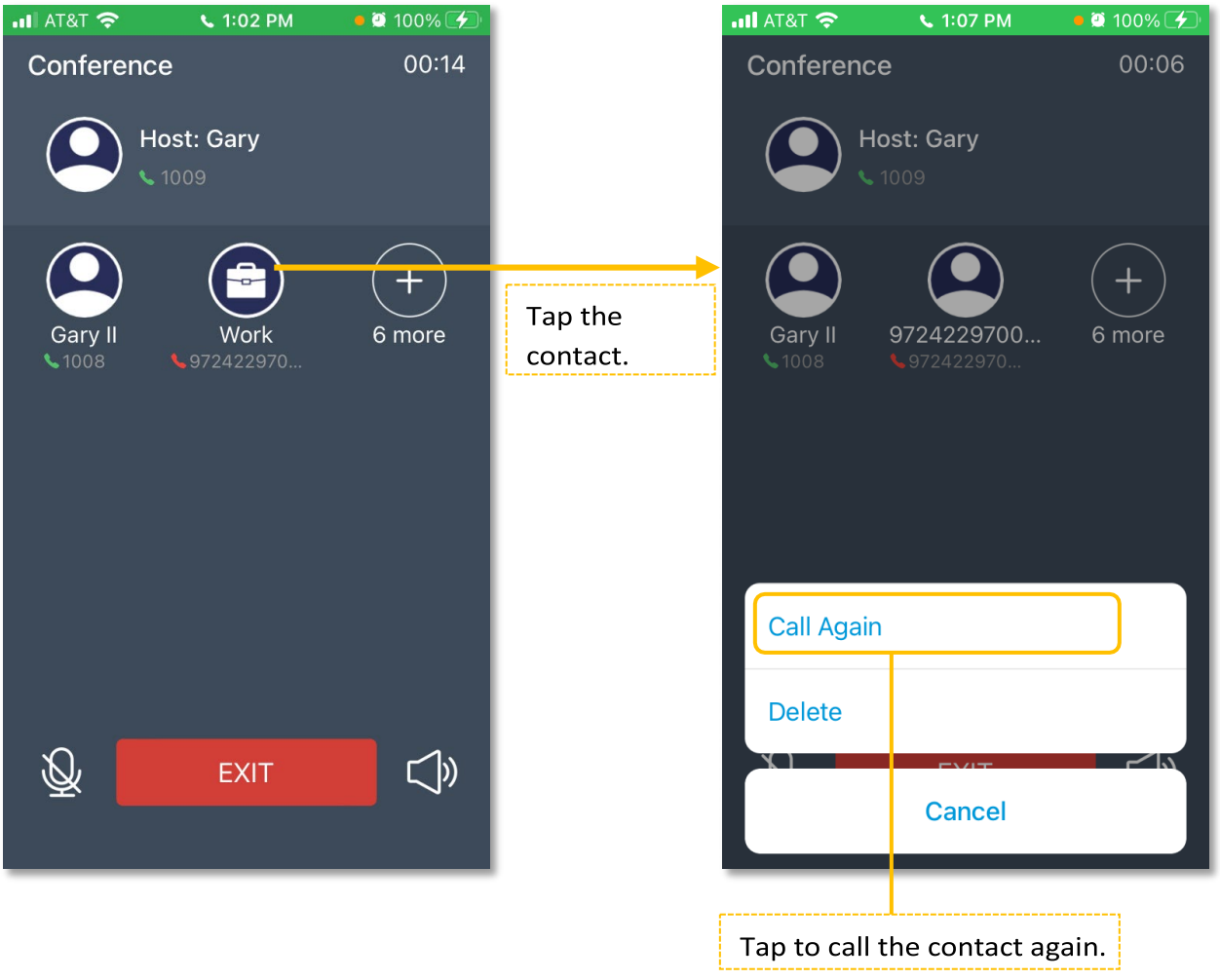
: The member answered the conference call.

: The member's phone is ringing.

: The member didn't answer the conference call, or the member lost the connection.

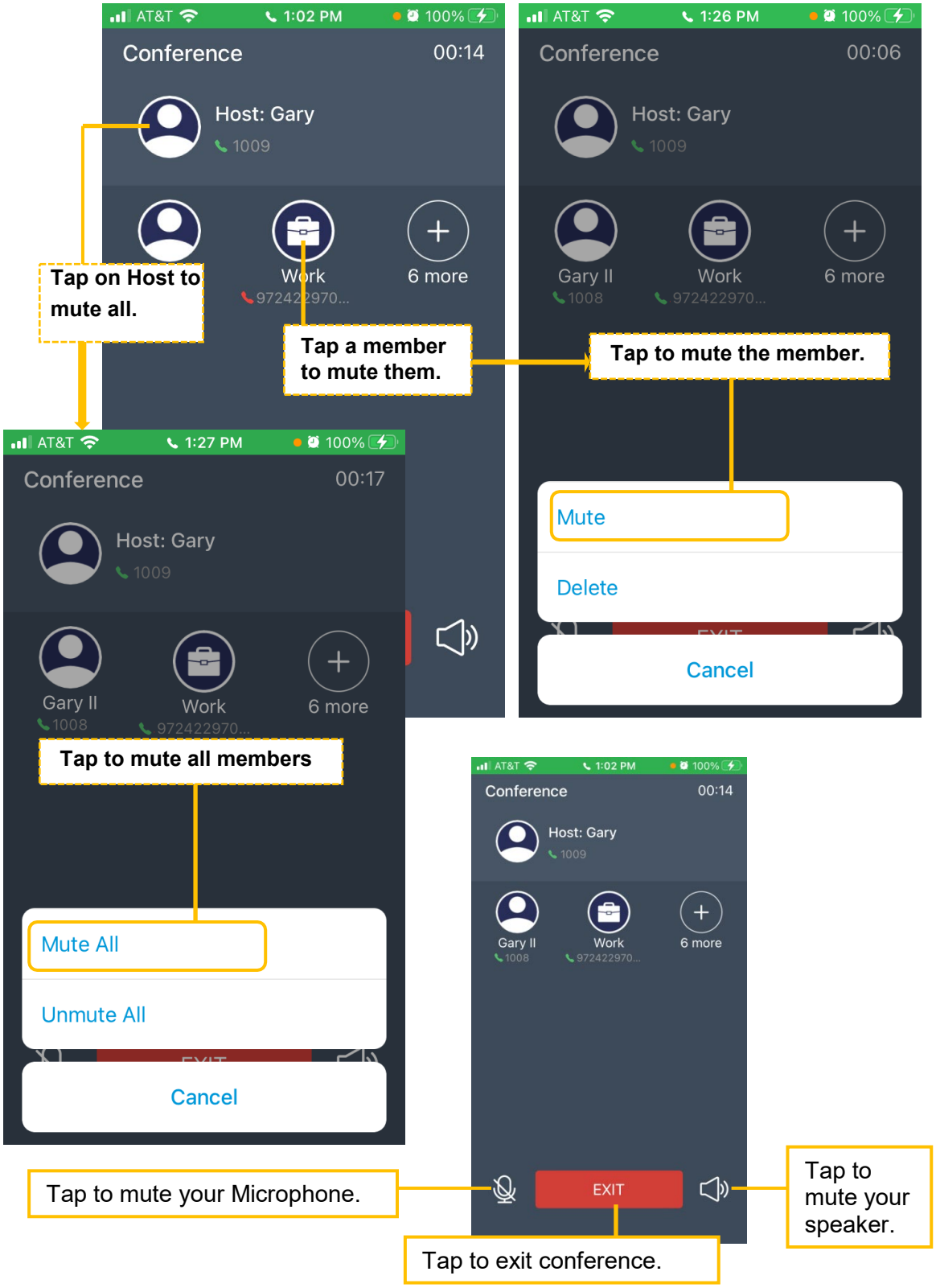
Re-inviting a Contact

The conference administrator can re-invite a contact if the contact didn't answer the conference call or if the contact lost connection.

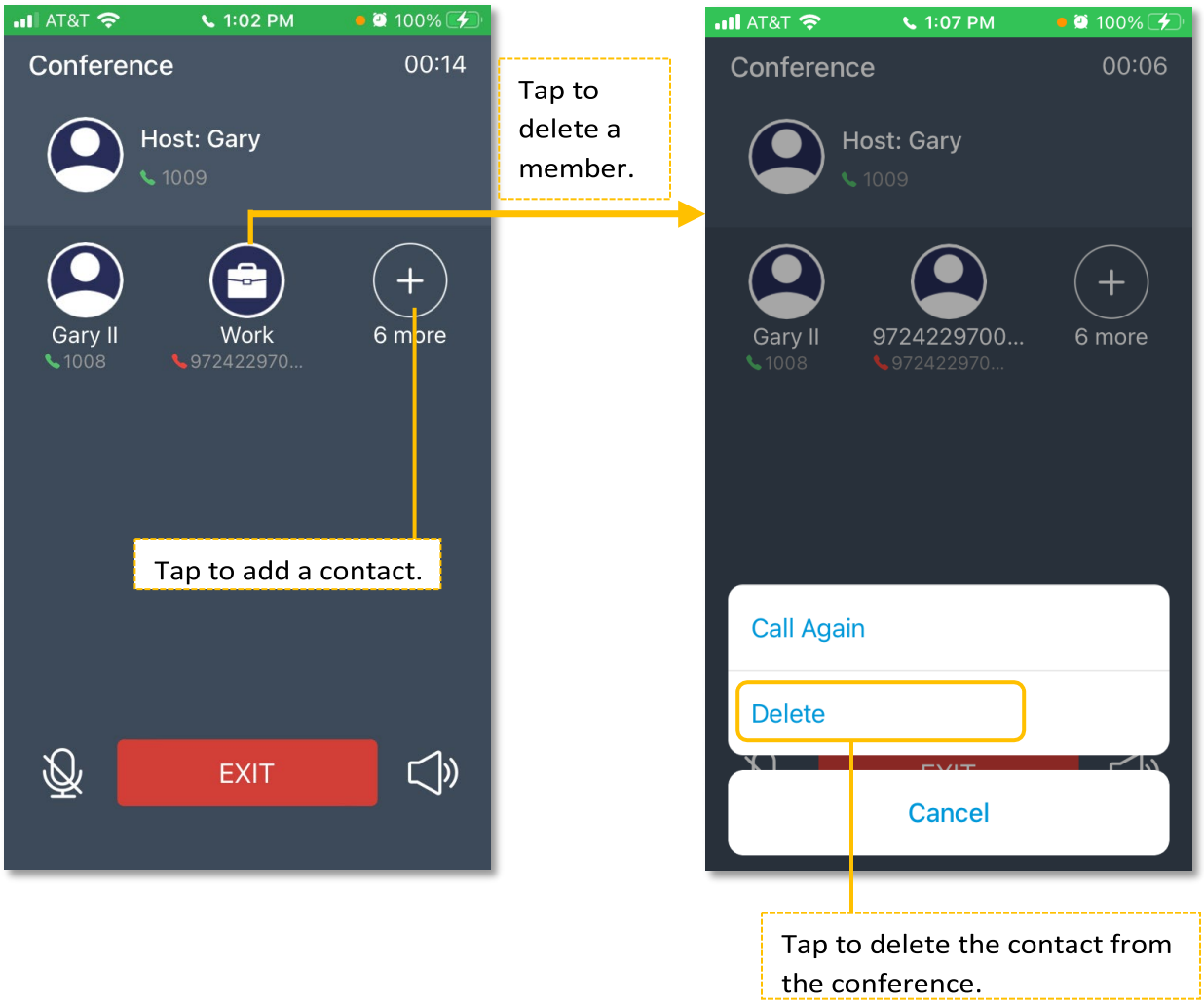


Mute/Unmute Contacts

The conference administrator can mute or unmute the conference members.

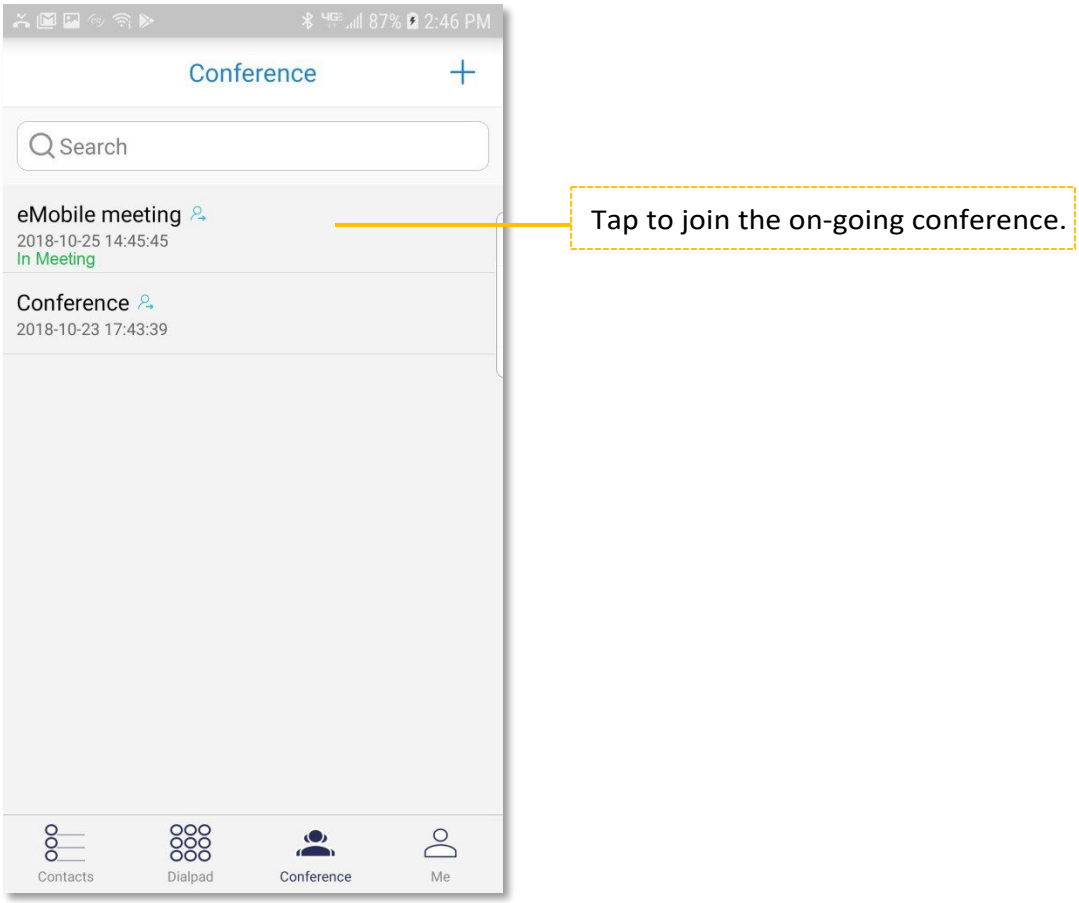


Adding/Deleting a Contact



Rejoining a Conference

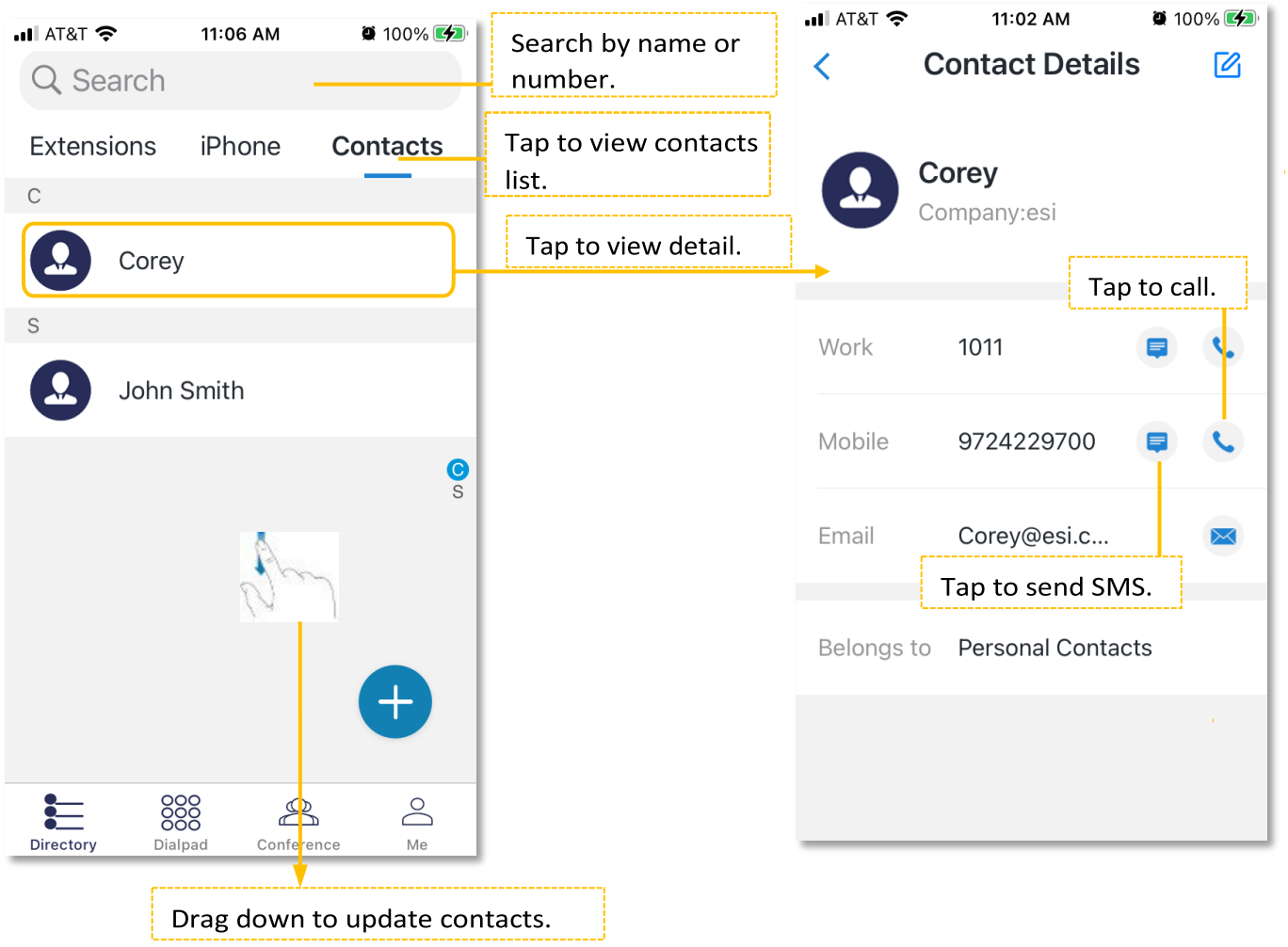
During a conference, if the members have lost connection, the administrator can re-invite them to the conference. If the administrator lost connection of an on-going conference, the conference would be continued, and the administrator could rejoin the conference.



Contacts

eMobile provides two phonebooks: **Extensions** and **iPhone**.

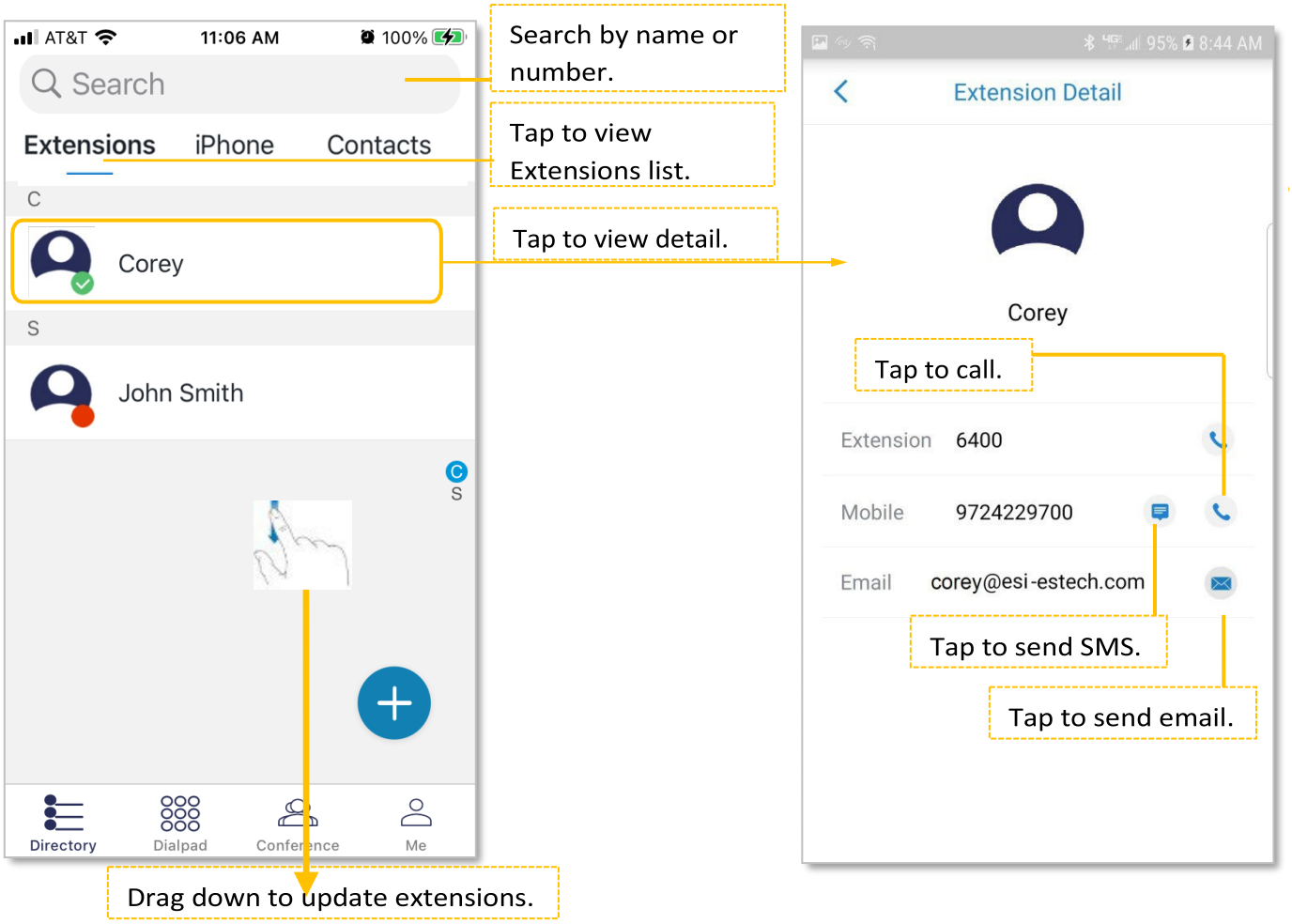
- **Extensions:** all the ESI eSIP Evolution Series extensions are displayed on the Extensions page.
- **iPhone:** Your phone contacts, not part of the eMobile app.
- **Contacts:** Includes Company Contats shared by the Administrator or Personal contacts which can be manually added or imported via My Settings (eSIP Dashboard). Supported in eMobile iOS version 3.3.9 or later.



Extensions

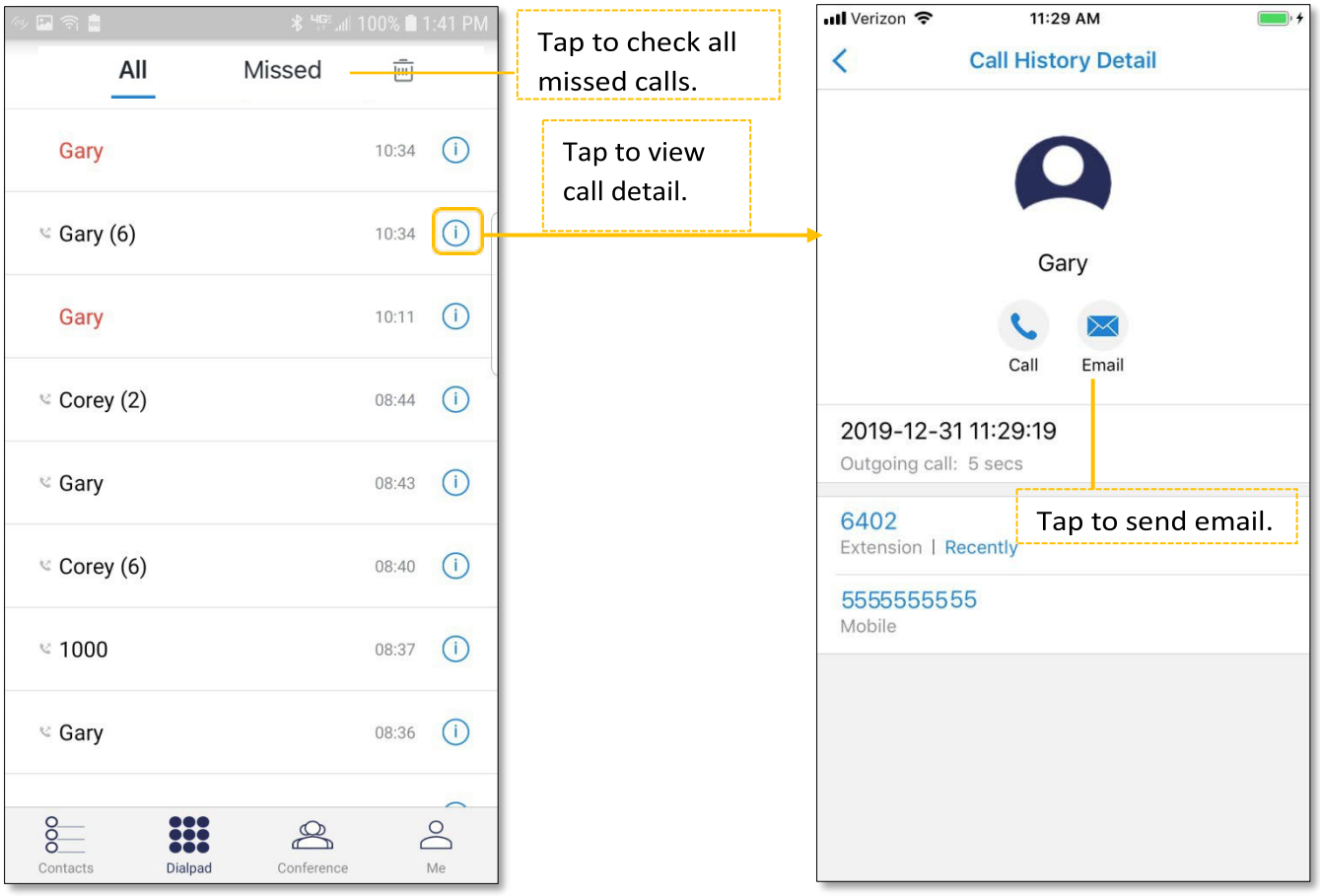
Extension Status

- Green: The user is logged into eMobile.
- Red: The user is logged into eMobile and busy on a call.
- Gray: The user is not logged into eMobile.



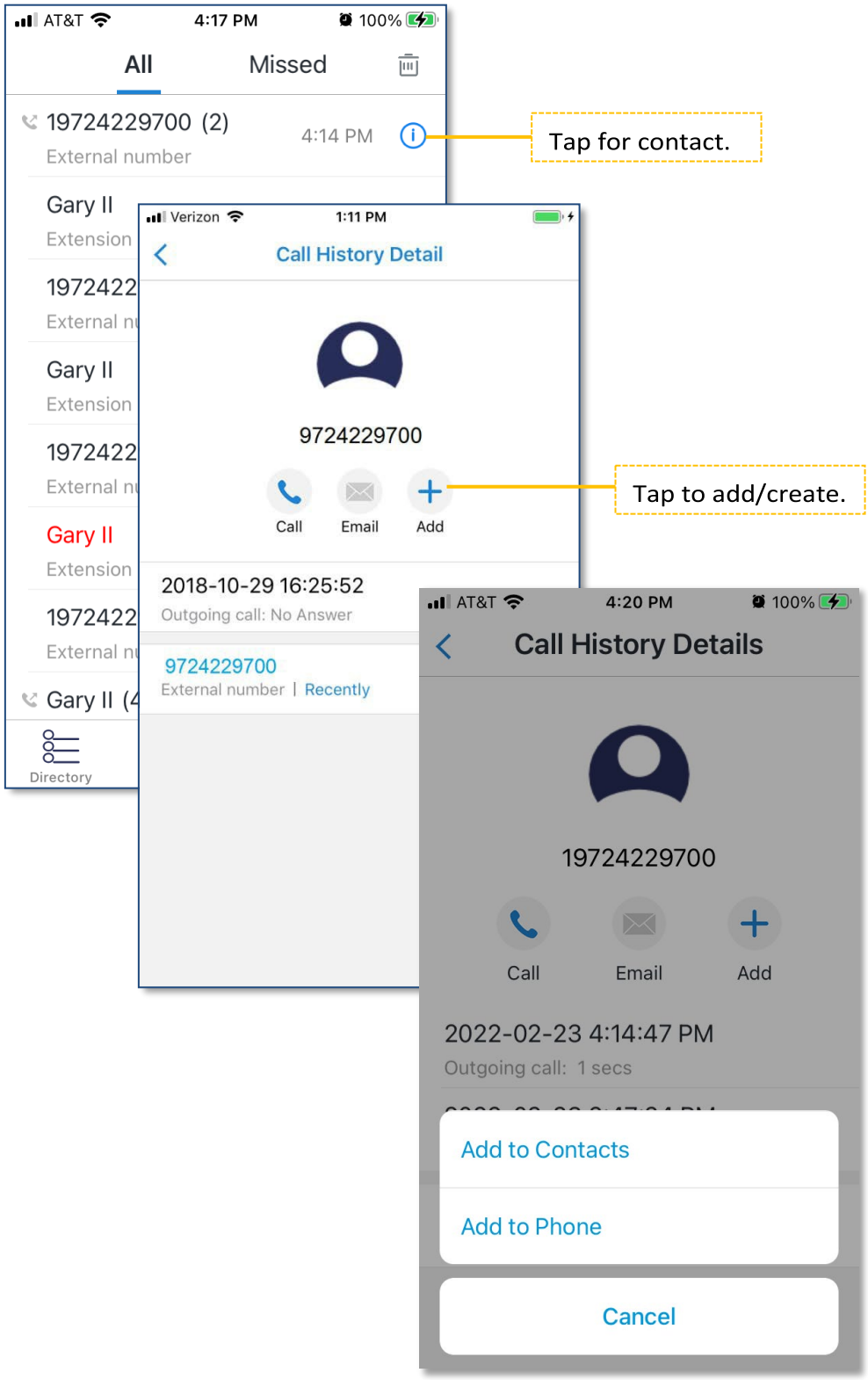
Call History

Tap the iconat the bottom of the screen. A dial pad appears and displays all the call history and missed calls. Tap the icon to hide the dial pad and then you can check all the call history.



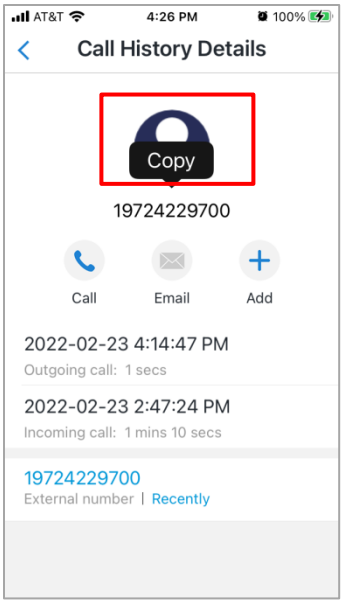
Creating a Contact from History

You can create a contact from a history item.



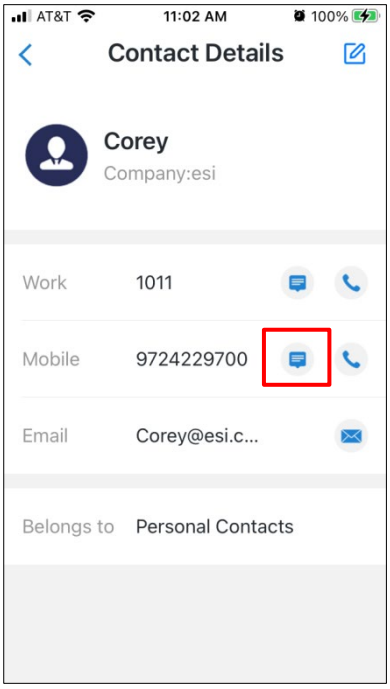
Copy phone number in Call History

Added support for copying phone number on **Call History Details** page.
Long press on the phone number until COPY appears above it.



SMS Texting using Native Service

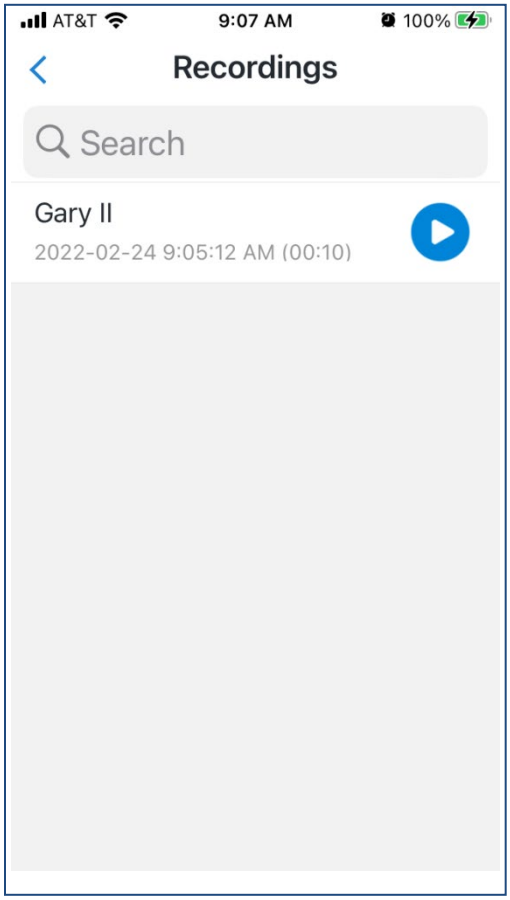
- A text icon appears next to Personal or Company Contact in the contact detail view. Selecting this icon will initiate an SMS text but using your smartphone's native SMS support.
- Management of sent and received texts using this feature is done via the native text app of your smartphone.
- SMS charges apply to your personal phone account.
- The eSIP system is not involved in the SMS exchange.



Voice Mail & Recordings

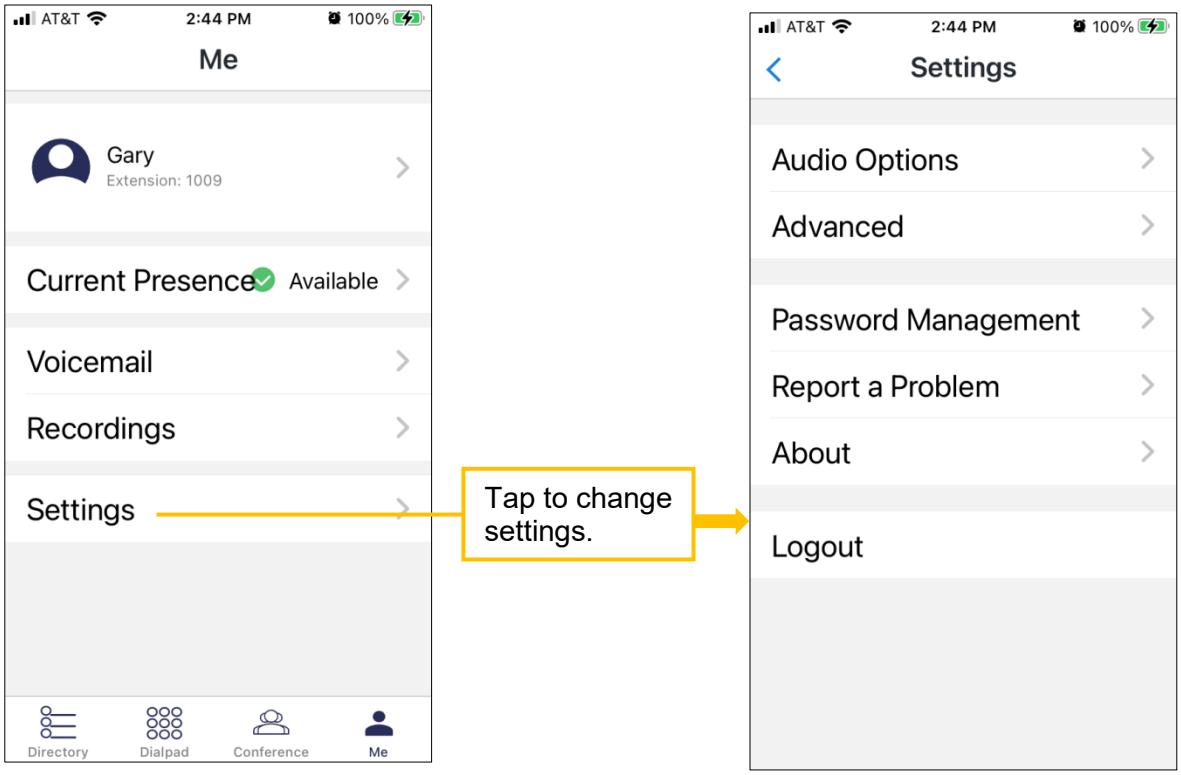
eMobile users can check their voicemail files and recording files on the eMobile client. Tap the icon at the bottom of the screen. Then tap **Recording** to check the recording files and tap **Voicemail** to check the voicemail files.

- Click to listen to the recording/voicemail.



Settings

For the first time using eMobile, tap the icon at the bottom of the screen and go to Settings to configure eMobile.



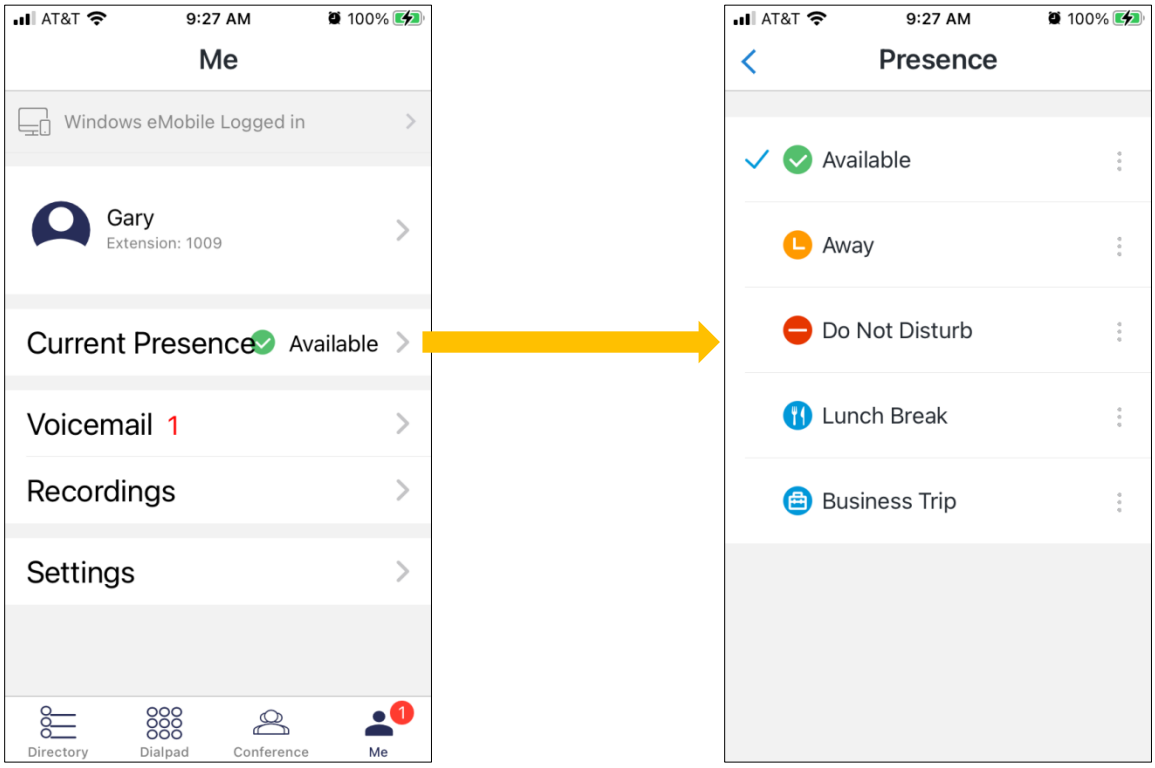
Presence Status

Preconfigure the ring strategy for your office phone (where your extension is registered) and eMobile for each Presence Status. Each Presence Status below can have its own Presence Information, Call Forwarding, and Ring Strategy.

- **Available**
- **Away**
- **Do Not Disturb**
- **Lunch Break**
- **Business Trip**

Presence Information

Enter additional notes you want to make visible for this Presence Status when other eMobile users look at your current Present Status. i.e., Lunch Break *until 1:00.*



Tap the three dots to the right of the presence status for options as to how the call will be handled if it is not answered.

Call Forwarding

This can be set under Presence status oprions by tapping the three dots ⋮ beside the presence status. Calls can be forwarded in any of these 3 conditions. Choose one condition and choose the forward destination.

- **Always**: always forward the call, never rings the user.
- **No Answer**: only call forward when the user does not answer.
- **When Busy**: only call forward when the user is on a call.

Ring Strategy

This is found in eMobile Desktop settings. This defines whether your desk phone or eMobile Mobile Client rings first, second, or simultaneously.

Settings

Settings are found under the Me icon at the bottom of the screen.

Ring Strategy

Ring Strategy is found in the eMobile Desktop settings. This defines whether your desk phone or eMobile Mobile Client rings first, second, or simultaneously

Audio Options

Echo Cancellation

If there is an echo during the call, enable this feature to get better sound quality.

Dial Pad Tones

Enable or disable dial pad tones.

Advanced

Ring Timeout

Set the time in seconds for your phone will ring before going to the next destination.

Call Waiting

Enable or disable Call Waiting for calls to your eMobile Mobile Client

Outbound Prefix

Create dialing prefix for outbound call routing.

Codec

Select a CODEC to use.

Clear Cache

Tap this setting to clear downloaded recording files on your mobile phone.

Audio Debugging

By default, eMobile debug is disabled. If you have a problem on the eMobile client, please follow the steps below to report your bugs to ESI:

- Enable Report Bugs.
- Duplicate the problem.
- Tap Send Report.
- Enter the description of your problem, click **OK**.
- Edit your Email contents and click **Send**. The email will be sent to ESI.

Password Management

Password Management allows you to change password.

Report a Problem

Report a Problem allows you to submit an issue from within the app.

About

This is where you will find the eMobile App version.

Logout

Log out of the eMobile iOS app.

Dark Mode

Added compatibility with Dark Mode:

- Enable Dark Mode in the iPhone Settings under Display & Brightness. Supported in iOS versions 13.0 or later.