



ESI eSIP Evolution Series

eMobile User Guide for Android

This guide is an introduction 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 Administrator and the eMobile client users. This guide is based on eMobile mobile client version 2.9.9 and eMobile server version 3.3.22.

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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 corporate phone network to slash call costs and enhance efficiency with consistent in-office experience.

If you are an eMobile client user, you can skip the chapter **eMobile Sever Settings**.

Standard Telephone Features

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

Specifications

- Android Phone Requirement: Android 4.4 or later
- 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)

Getting Started

Installing eMobile on Android Phone

The eMobile app must run on Android version 4.4 or higher. Users can download the application from the QR code scan or search in the Google Play Store to download the application.



Look for the ESI
eMobile icon in the
Google Play Store.

Network Settings

Before using eMobile, please make sure that the network settings on your phone are configured correctly. You can choose Wi-Fi network or cellular data for your phone. 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 phone, you can see the  icon on your phone. Tap the icon to launch eMobile.

Note:

- For the first-time login:
 - 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 server contacts.

You have three ways to log into eMobile mobile client.

Scanning QR Code

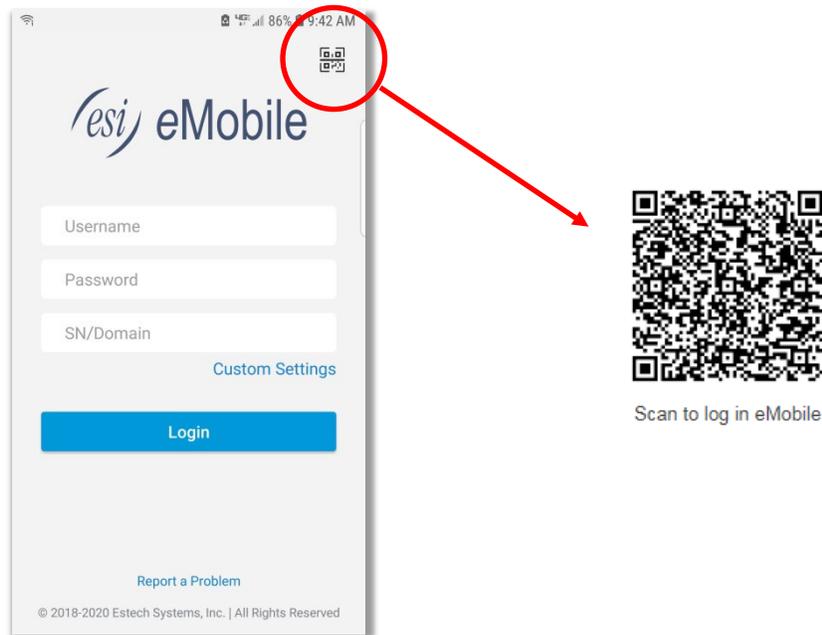
Copying Login Link

Logging in Manually with Custom Server Settings

Logging in Manually with eMobile +

1. Scanning QR Code

If you have received an eMobile Login email on your computer, you can choose to log in to eMobile via the QR code. Tap the QR code button on eMobile login page and scan the QR code to log in.



2. Copying Login Link

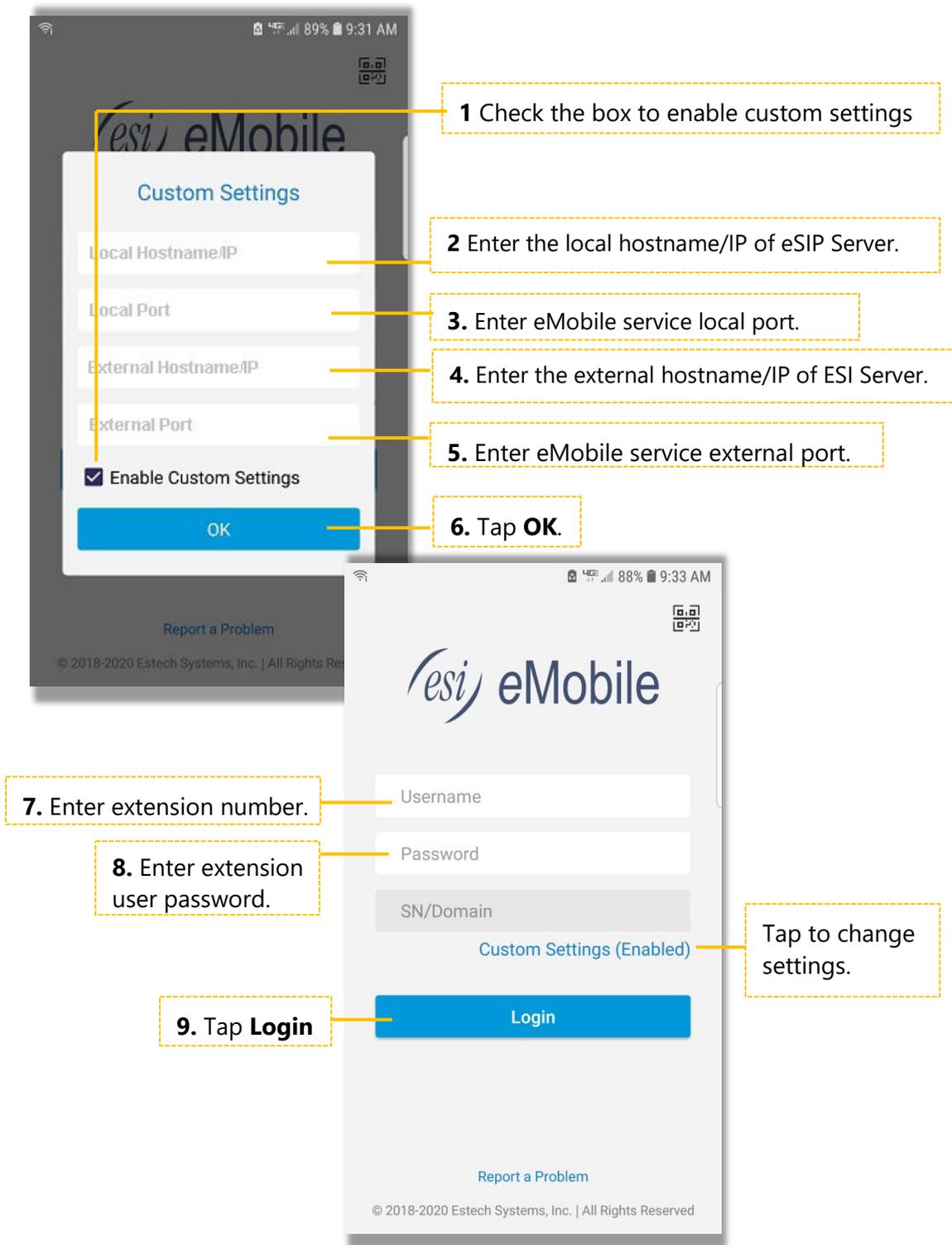
If you have received an eMobile Login email on your MOBILE PHONE, you can choose to log into eMobile via the link. Copy the link, then open the eMobile mobile client and tap **OK** to log in.

Note:

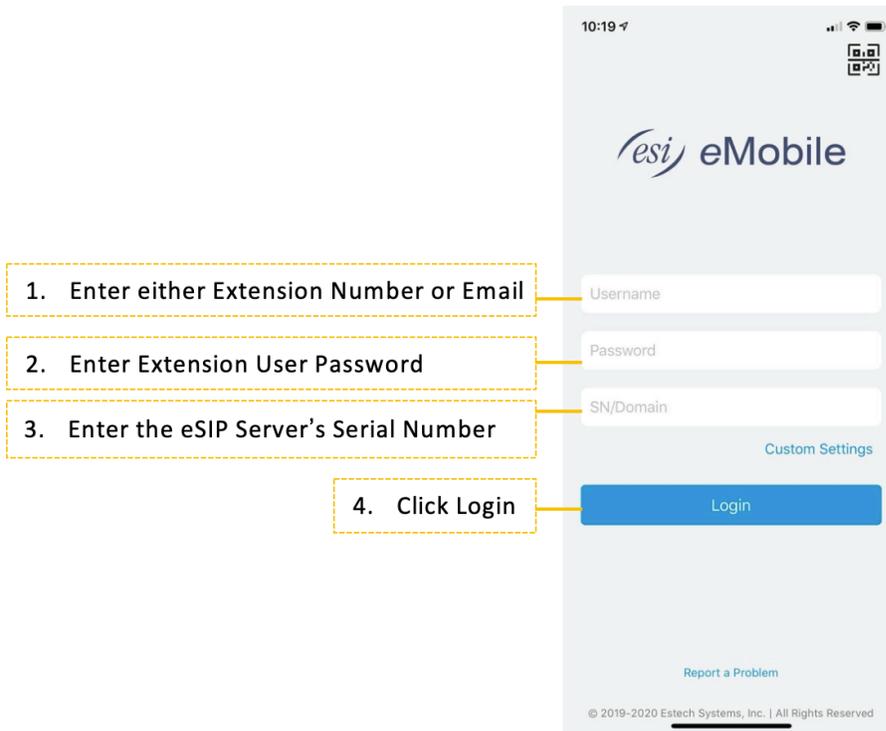
- The QR code and link are only valid for 24 hours and can only be used once.

3. Logging in Manually with Custom Server Settings

You can also tap “Server Settings” on the eMobile mobile client login page, and enter the server IP address and port manually to log in.

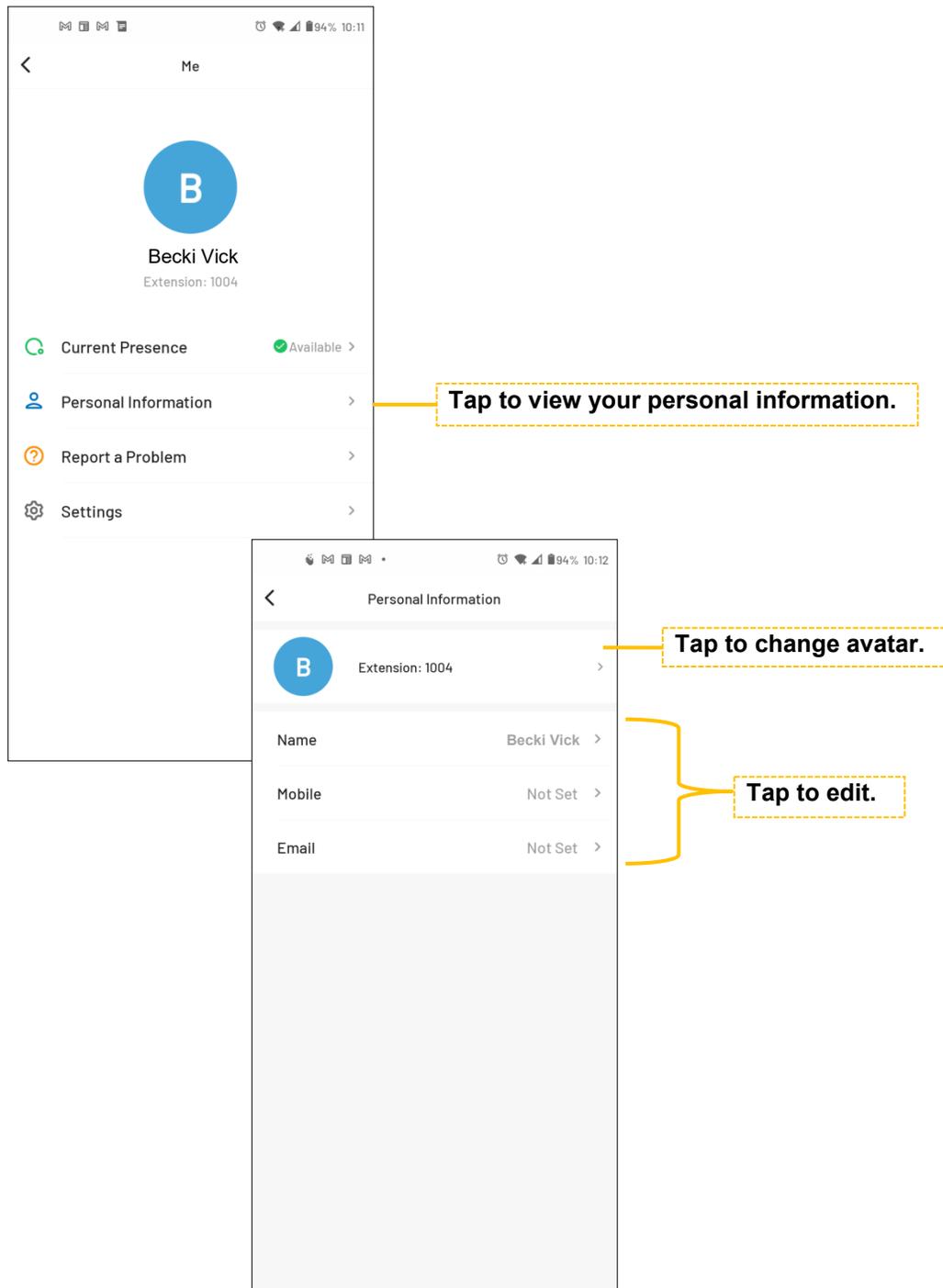


4. Logging in Manually with eMobile +



Personal Information

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



Calling with eMobile

Interaction between eMobile & Server Phone

Outgoing Calls

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

Incoming Calls

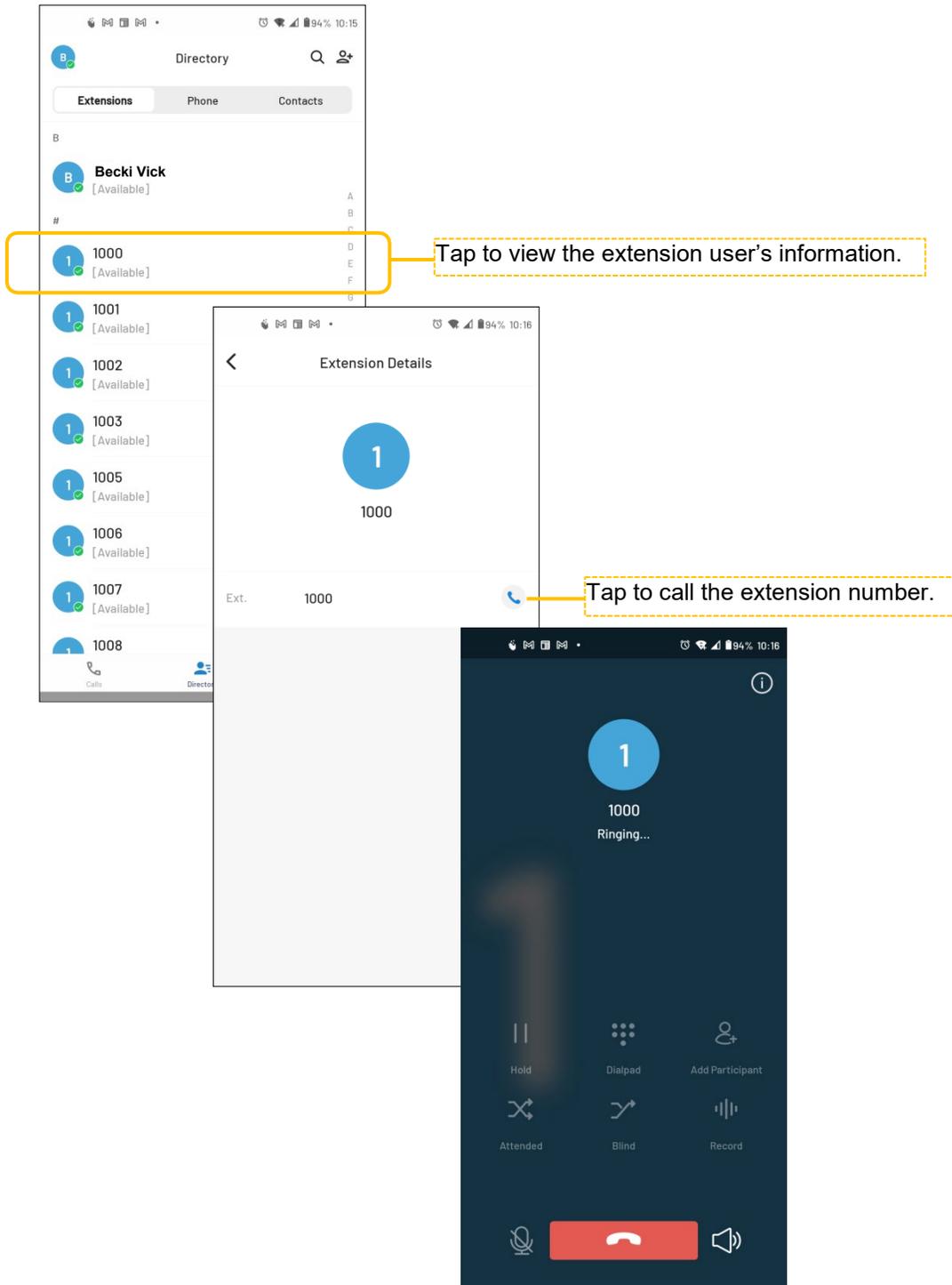
- An incoming call to your extension will ring eMobile if you are not on a Server call.

Established Calls

- If you accept an incoming 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.

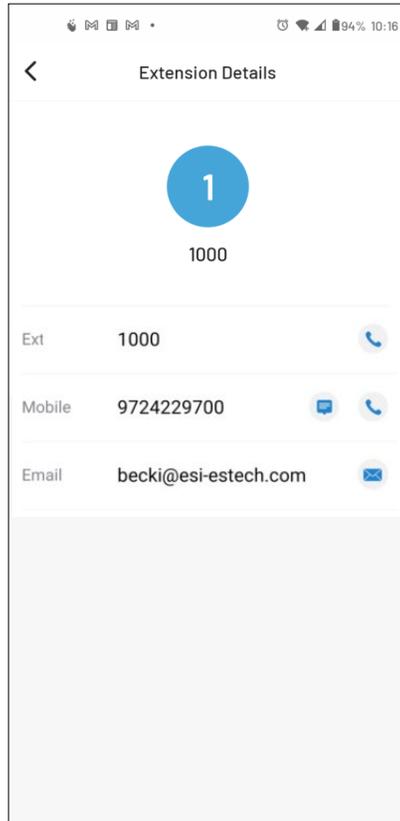
Making a Call from Extension List

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



Call a Mobile Number

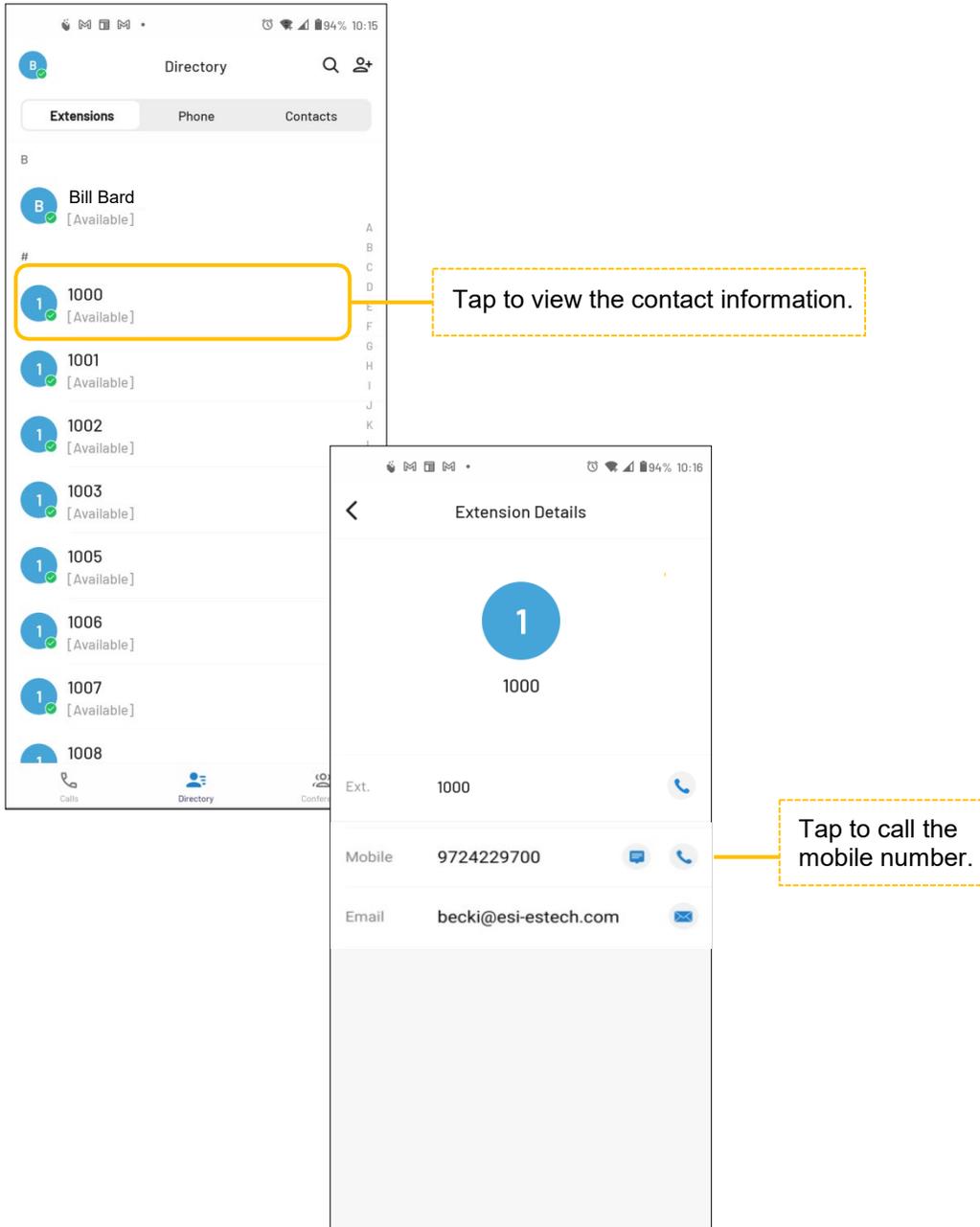
Users can also call a person's mobile phone on eMobile. The bill is charged to the ESI eSIP Server. The number you want to call should match the outbound routes or the call will fail.



Tap to call the mobile number.

Making a Call from Contacts

Access eMobile **Contacts** by tapping the  icon at the bottom of the screen. Tap either Extensions, Phone or Contacts at the top of the screen. The contacts are continually synchronized with your Server contacts.



Making a Call from the Dial Pad/Call History

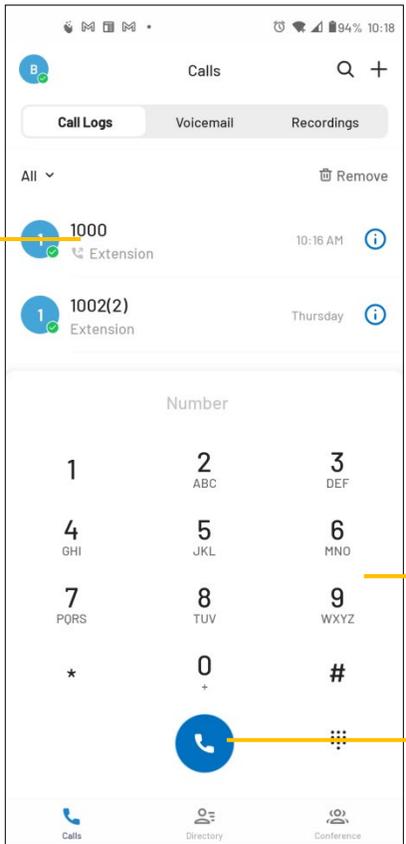


Tap the **Calls** icon at the bottom of the screen. A dial pad appears and displays all the call history and missed calls. You can check call history. Tap  to show the dial pad and tap  hide the dial pad.

There are two ways to call a contact:

- Enter a number on the dial pad and tap  to call.
- Tap a call entry from the call history.

Tap to call the contact from the call log.



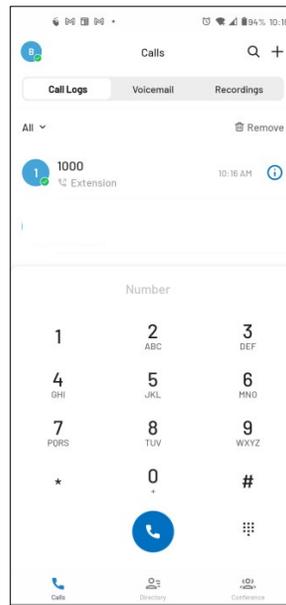
Use the dial pad to enter the number to call.

Tap to call.

Flexible Dialing Modes

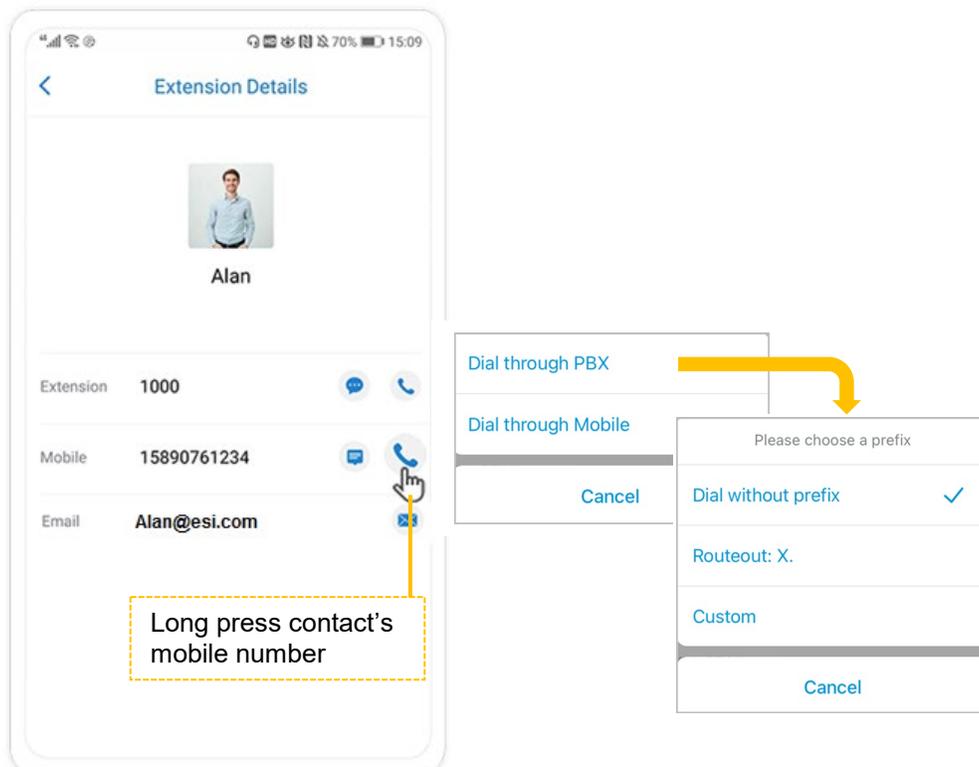
Method 1: Intelligent number-matching for quick dial-out.

Type the number using the dialpad. eMobile will intelligently match the relevant contact number.



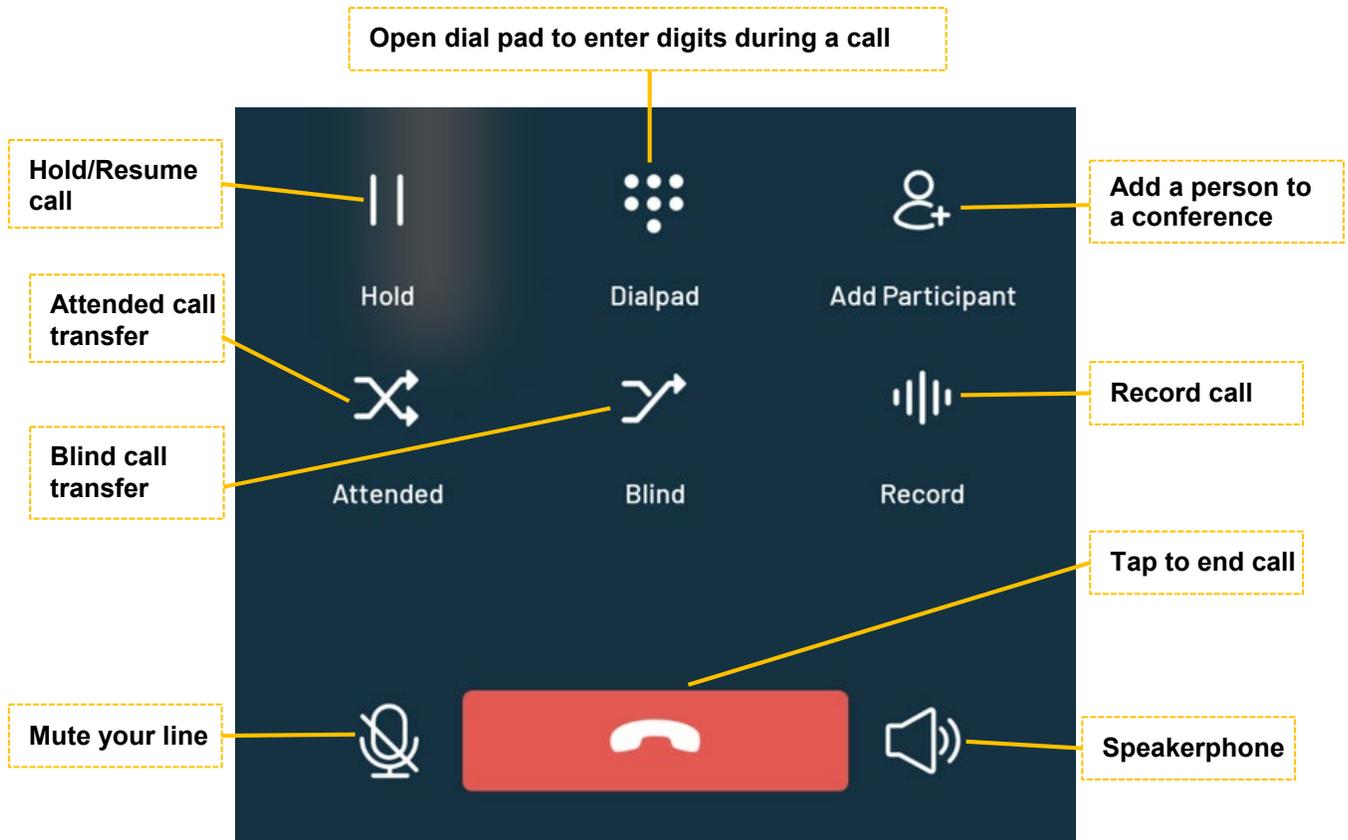
Method 2: Rewrite the prefix of callee number and place the call out.

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.



Handling an Established Call

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

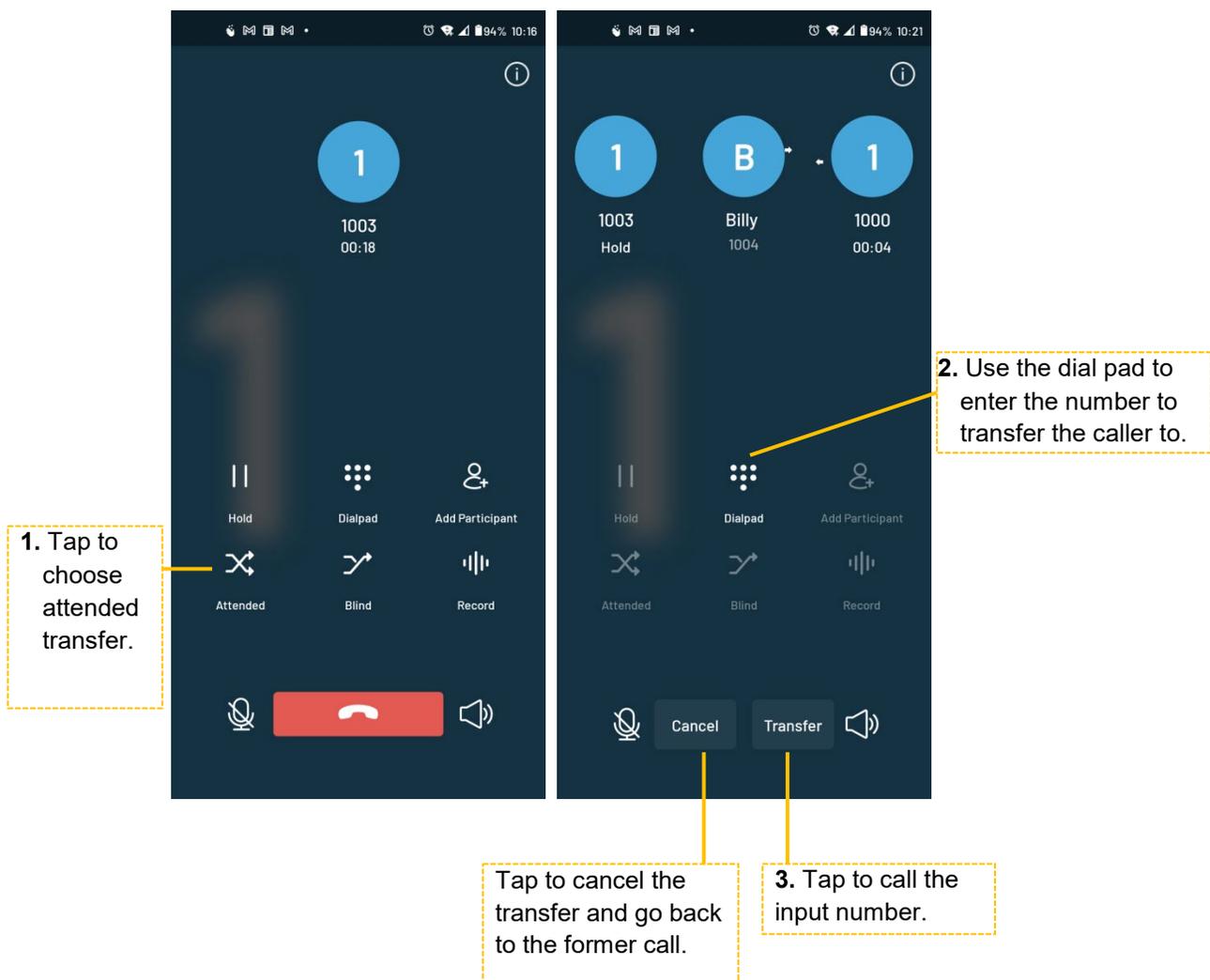


Attended Call Transfer

Tap the  icon during the call and you can make an attended transfer. It dials 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 Transfer Screen.
- Input User C's number on the screen and 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 **Transfer** to finish the call between B and C.
- The call between A and C is established once B ends the call.

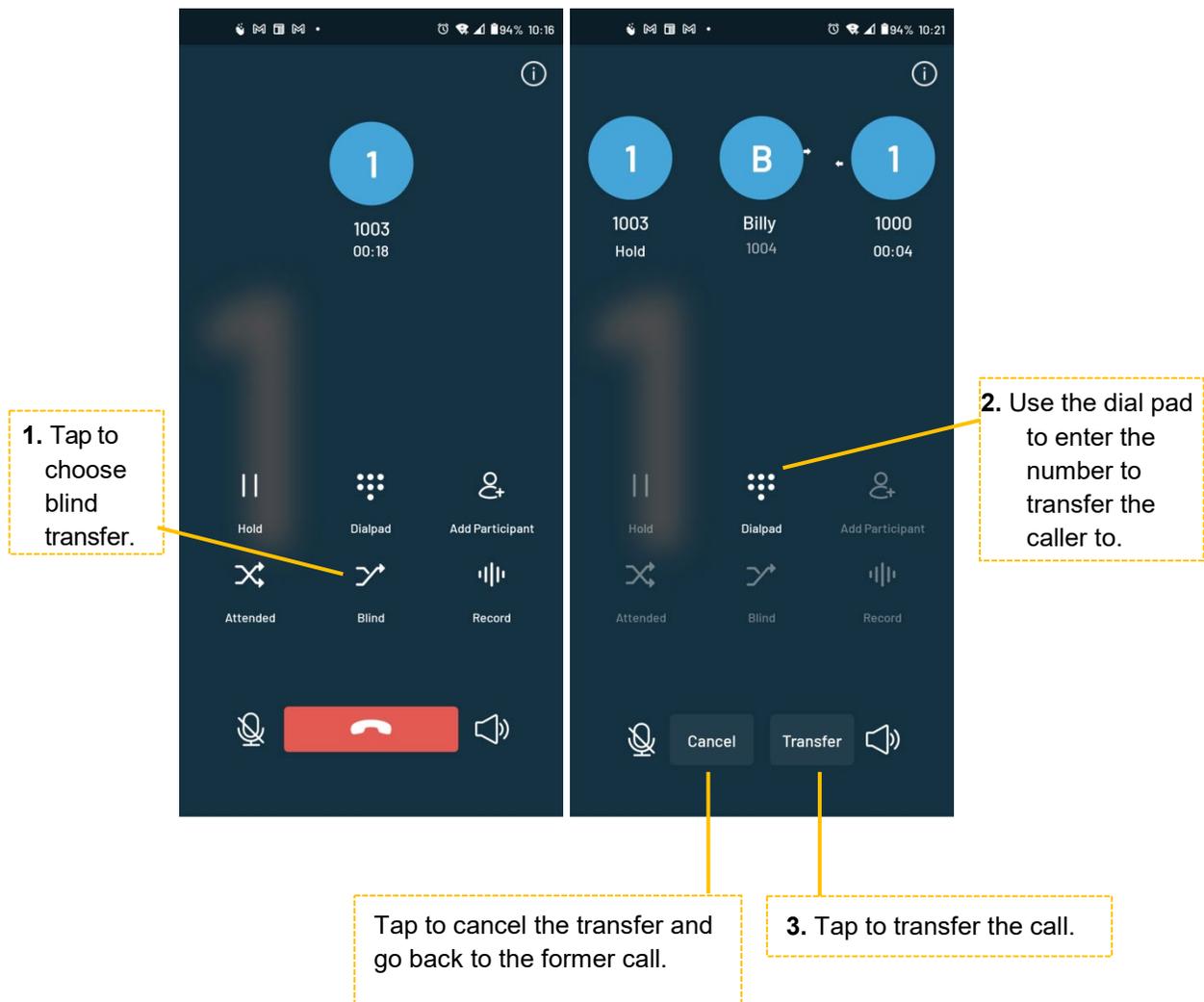


Blind Transfer

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 to User C.

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

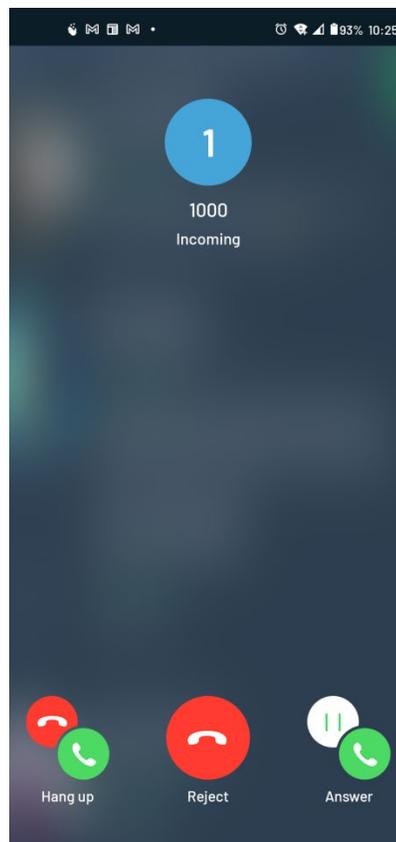


Call Waiting

Call Waiting is a feature that allows you to receive an incoming call while on a call.

There are three options:

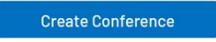
- Tap  to answer incoming call and disconnect from current call.
- Tap  to reject incoming call and continue with current call.
- Tap  to answer incoming call and put current call on hold.

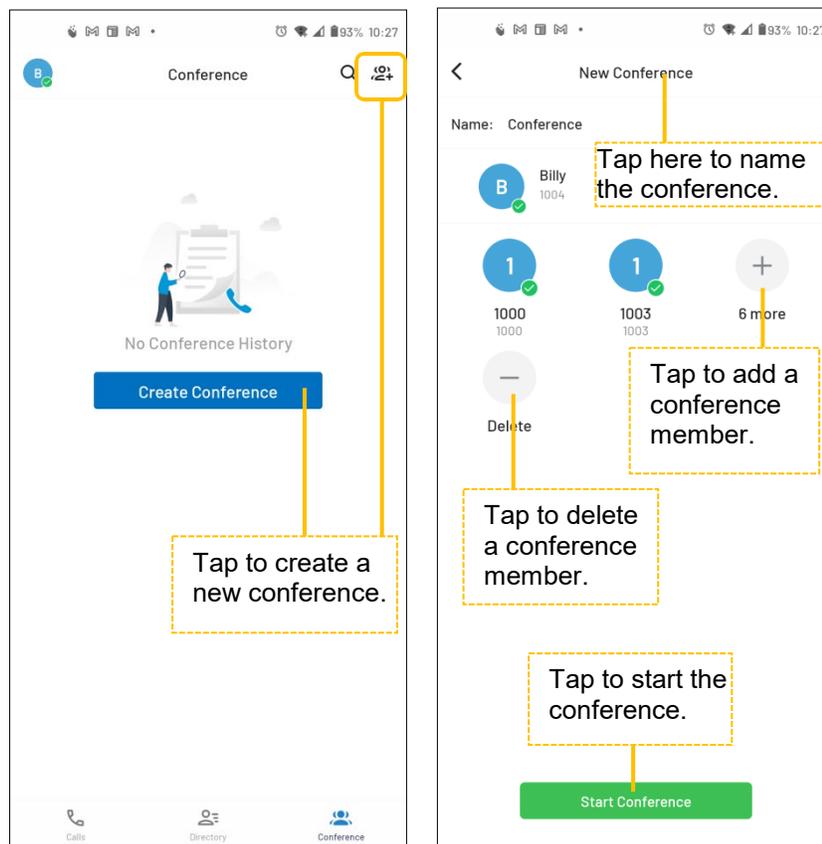


CONFERENCE

eMobile client supports up to 9-way conferencing.

Adding a New Conference

- Tap  on the bottom of the screen to enter the conference list.
- Tap  or  to create a new conference or choose to tap an existing conference from the list of conferences created.



During a Conference

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

- Re-invite contacts to the conference.
- Mute/unmute the conference members.
- Add/Delete the conference members.
- Rejoin the conference.
- End the conference.

Conference Member Status

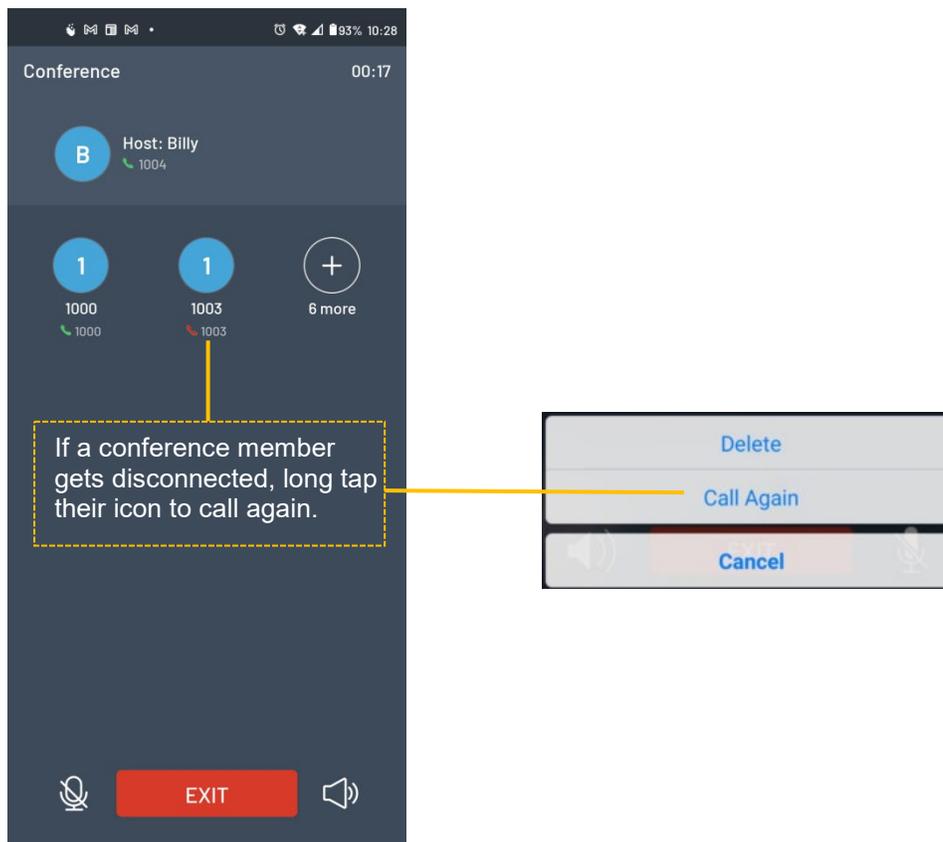
 : The member answered the conference call.

 : The member's phone is ringing.

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

Re-inviting a Contact

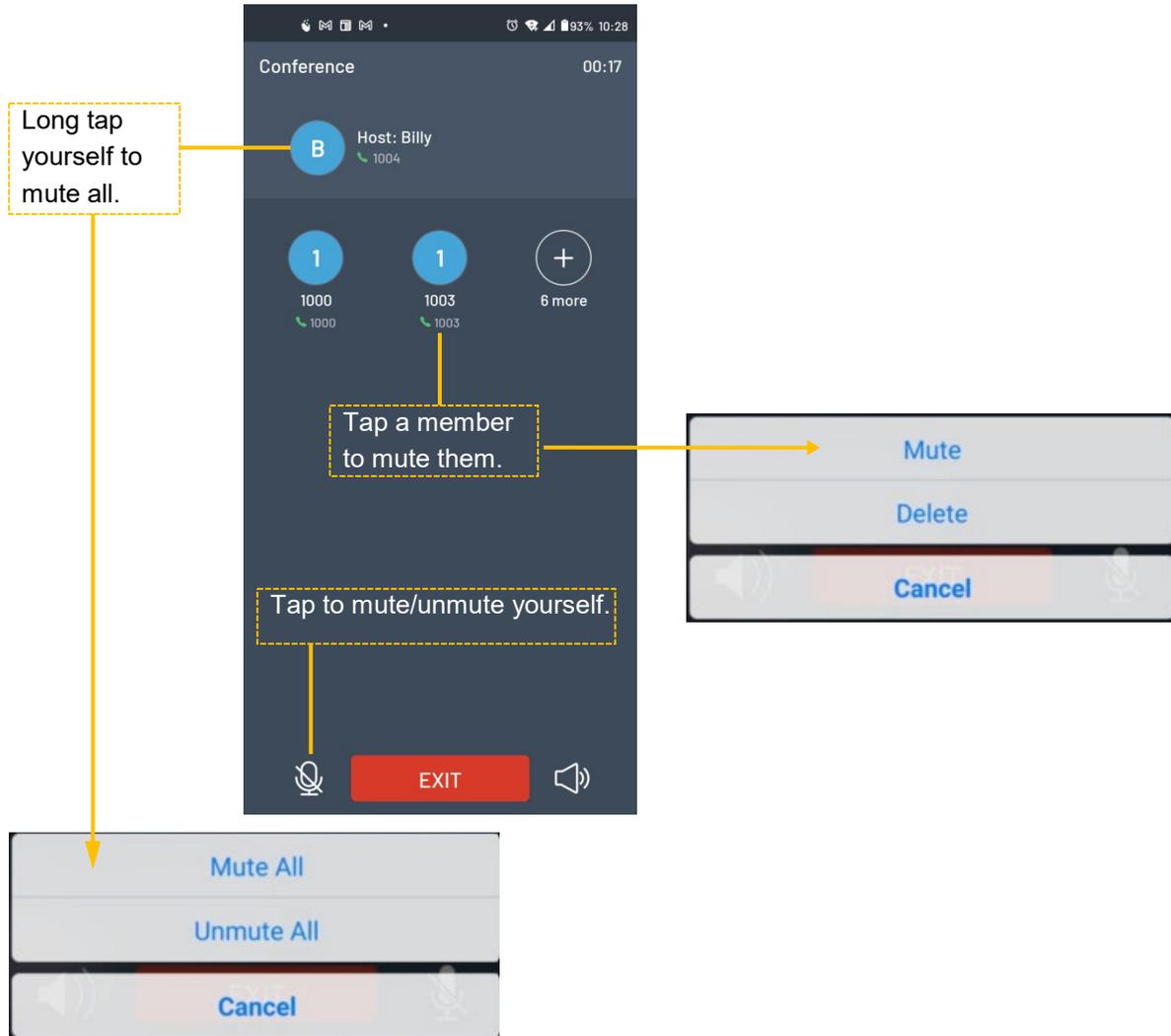
The conference administrator can re-invite a contact if the contact didn't answer the conference call or if the contact lost connection.



Mute/Unmute Contacts

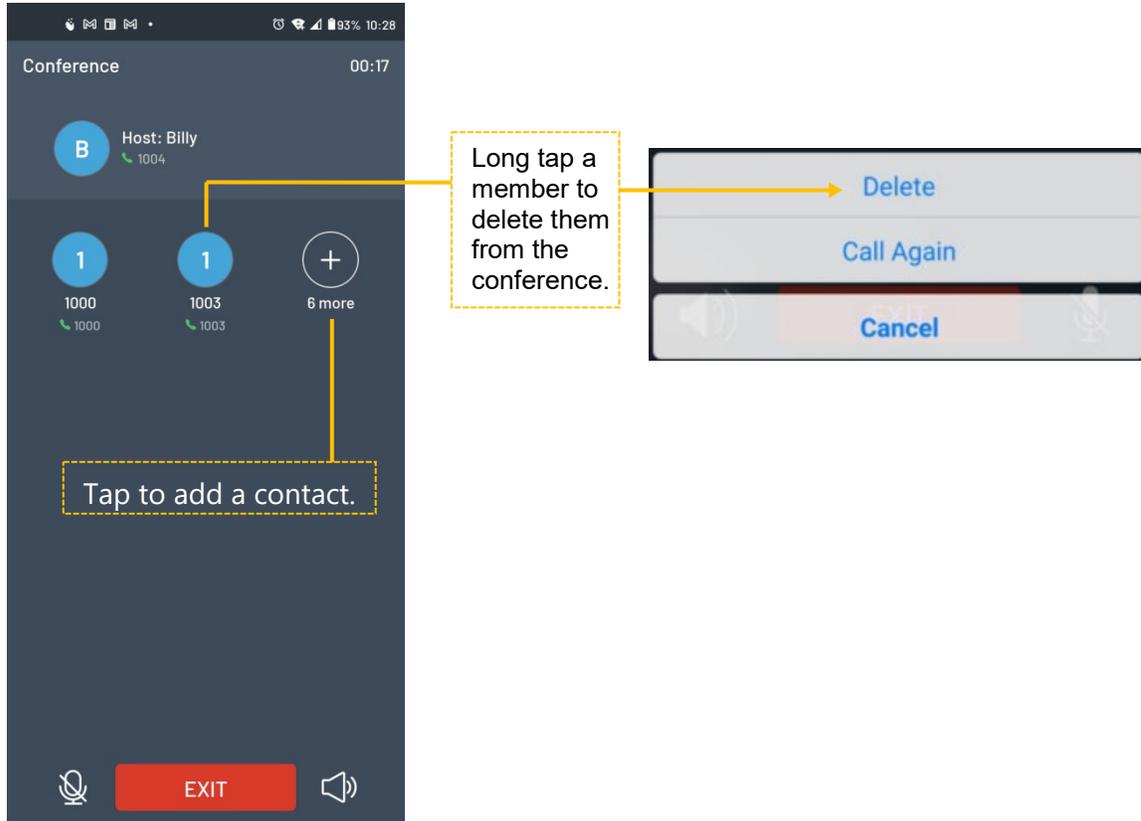
The conference administrator can mute or unmute the conference members.

- Long tap yourself to mute/unmute all.
- Tap a conference member to mute/unmute them.
- Long tap  at the bottom of the screen to mute yourself.



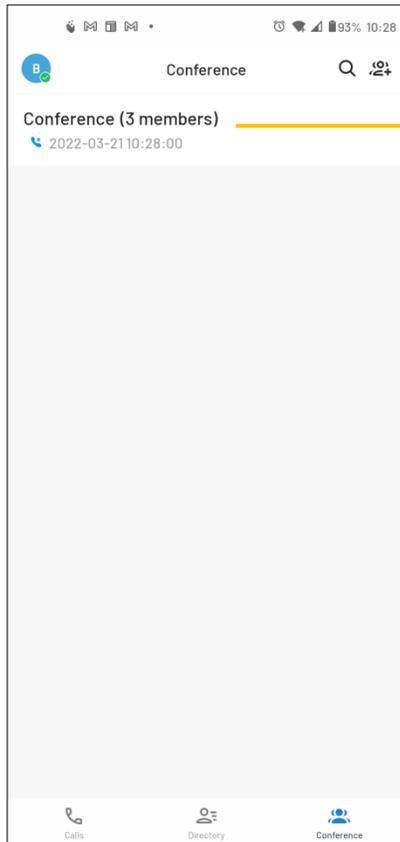
Adding/Deleting a Contact

- Tap  to add a member to the conference.
- Long tap on a member to delete them from the conference.



Rejoining a Conference

During a conference, if a member has 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.



Tap to rejoin the conference in progress.

End the Conference

Tap **EXIT** at the bottom of the screen to end the conference.

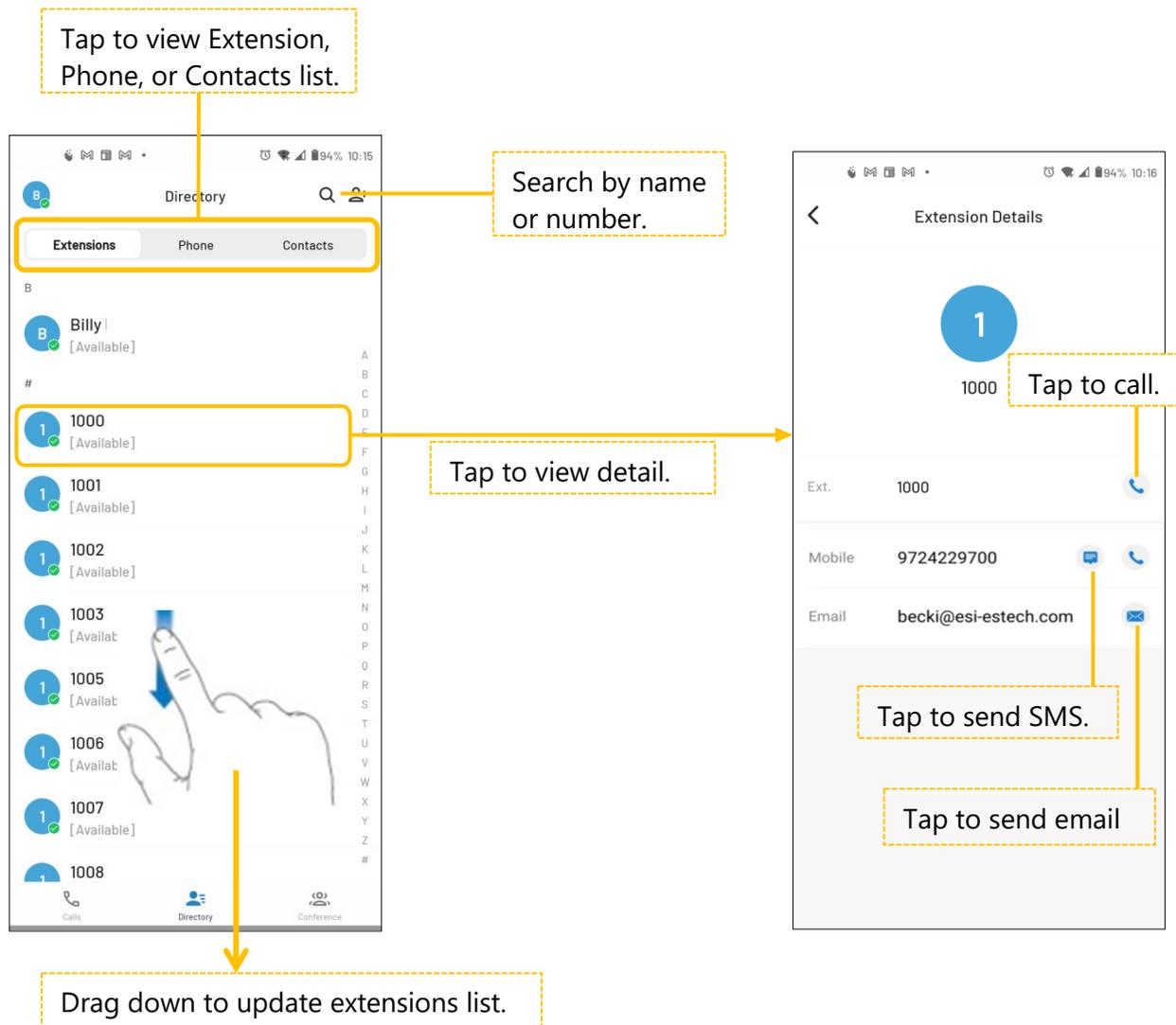
Contacts

eMobile provides three phonebooks:

- **Extensions:** All the ESI eSIP Evolution Series extensions are displayed on the Extensions page.
- **Phone:** Your Android phone contacts, not part of the eMobile App. Phone contacts on eMobile are continually synchronized with your Server contacts.
- **Contacts:** Includes Company Contacts shared by the Administrator or Personal contacts which can be manually added or imported via My Settings (eSIP Dashboard). Supported in eMobile Android version 3.3.22 or later.

Extension Status

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



Call History

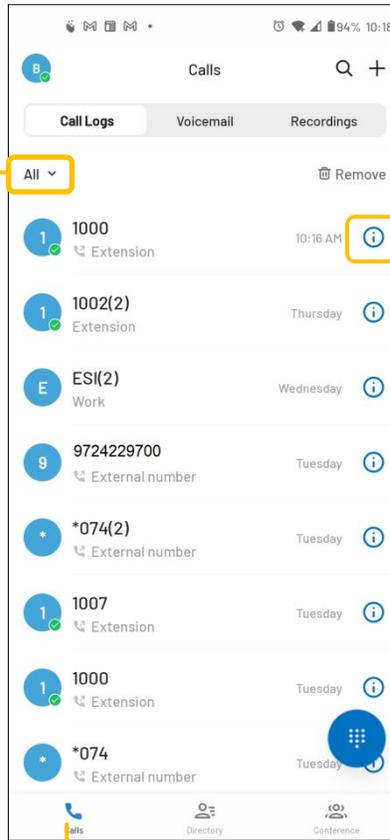


View call history by tapping **Calls** at the bottom of the screen to see call history. Use the drop down box to select between All calls and Missed calls as shown below.

Tap  to view call log details to that extension.

Tap  to show/hide the dial pad.

Use the drop down list to select between All calls and Missed calls.



Tap to view your call history details for that extension.

Tap to see all call logs.

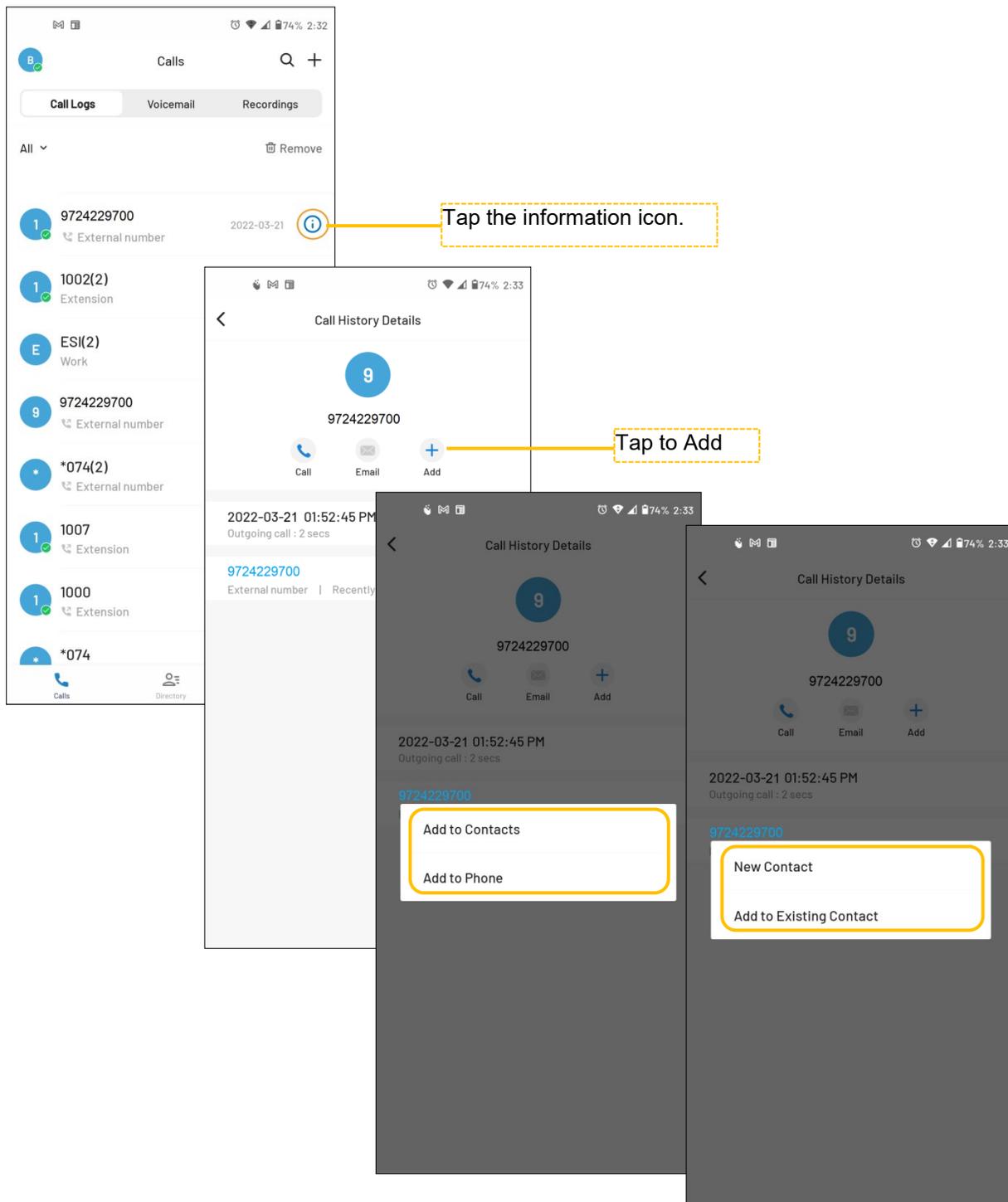
Creating a Contact from History

You can create a contact from call history.

- Tap the information icon.



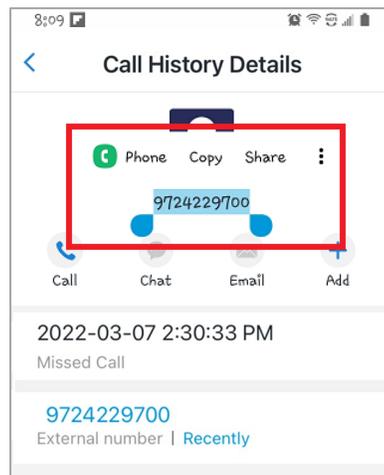
- Tap **Add**.



Copy phone number in Call History

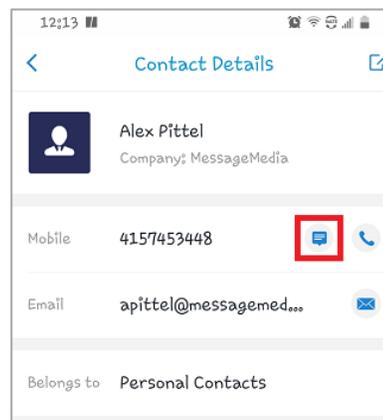
A phone number can be copied from the **Call History Details** page.

- Long press the phone number on the Call History Details page then tap copy.



SMS Texting using Native Service

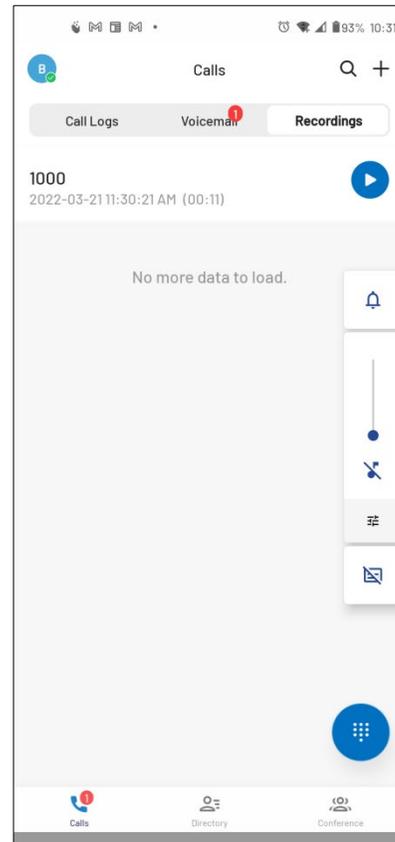
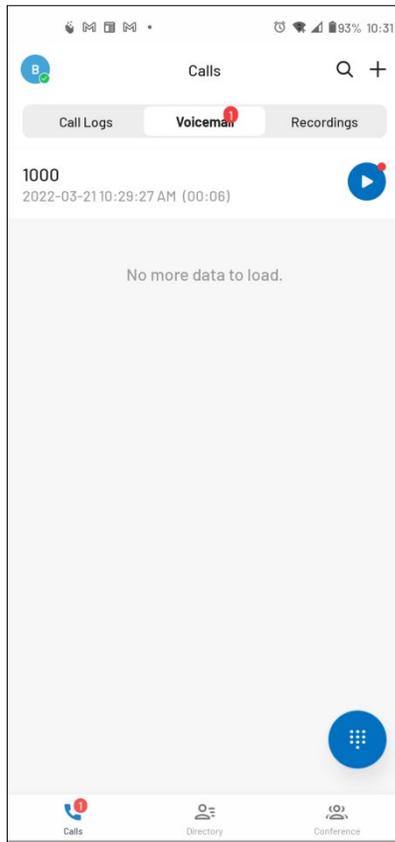
- A text icon appears next to Personal or Company Contact in the contact detail view. Selecting this icon will initiate an SMS text but using your smartphone's native SMS support.
- Management of sent and received texts using this feature is done via the native text app of your smartphone.
- SMS charges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



Voice Mail & Recordings

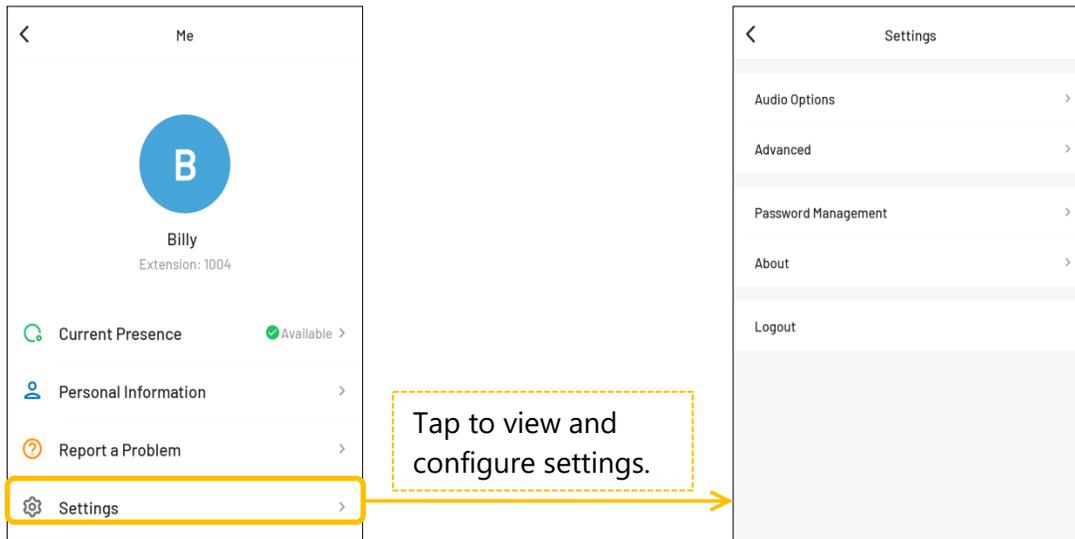
eMobile users can check their voicemail files and recording files on the eMobile client.

- Tap the Me icon  at the top left of the screen.
- Tap **Recording** to check the recording files and tap **Voicemail** to check the voicemail files.
- Click  to listen to the voicemail / recording.



Settings

Tap the Me icon  at the top of the screen, then tap Settings to configure eMobile.



Audio Options

- Echo Cancellation
If there is an echo during the call, enable this feature to get better sound quality.
- Audio Gain Control
 - TX Gain
Adjust the transmitting volume.
 - RX Gain
Adjust the receiving volume.
- Dial Pad Tones
Enable or disable dial pad tones.

Advanced

- Ring Timeout
Set the ring timeout in seconds. The phone will stop ringing after the time defined.
- Call Waiting
Enable/Disable call waiting.
- Outbound Prefix
Set the outbound prefix for a number dialed.
- Codec
Set the codec to use.
- Clear Cache
Tap this setting to clear downloaded recording files on your mobile phone.
- Car Bluetooth
Enable/Disable car Bluetooth.

Password Management

Change the password.

About

Here you will find the eMobile version number.

Logout

Log out of eMobile.

Presence

Presence Status

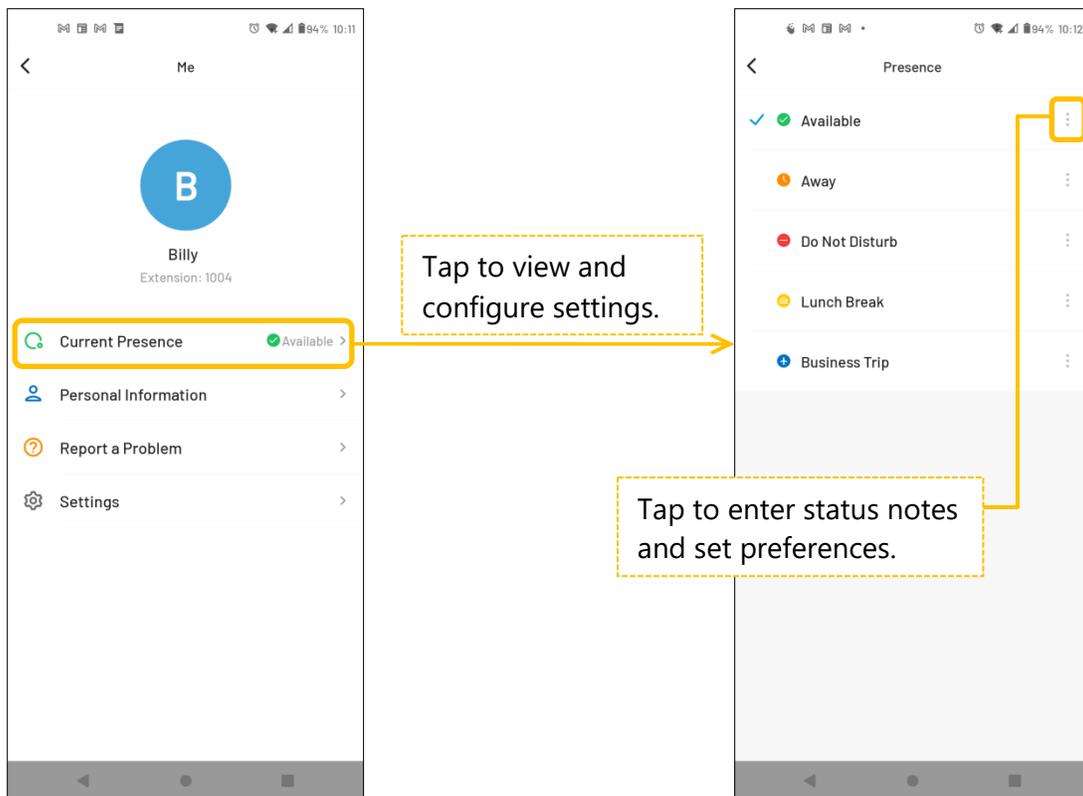
Tap the Me icon to find presence settings. Preconfigure the ring strategy for your office phone (where your extension is registered) and eMobile for each Presence Status. Each Presence Status below can have its own Presence Information, Call Forwarding, and Ring Strategy.

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

Presence Information

Tap the three vertical dots next to the presence status to enter additional notes that will be visible to other eMobile users. i.e., Lunch Break until 1:00.

Other status preferences can also be set.



Here are some of the presence options.

- Call Forwarding
Calls can be forwarded in any of these 3 conditions. Choose one condition and choose the forward destination.
 - **Always:** Always forward the call and 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.
- Call Waiting
If call waiting is enabled, the user will hear a call waiting alert when the second call comes in. You can choose to: (A) answer the new call and end the current call, (B) decline the new call or (C) answer the new call and hold the current call.
- DND
If DND is enabled, the user will not receive any calls.

Report a Problem

Tap the Me icon to report a problem.

- Debug
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.

Personal Information

Tap the Me icon for personal information. Here you can enter your name, mobile number and email address.

Dark Mode

Added compatibility with Dark Mode. Supported in Android the following Android versions:

- Android 10 or later: Support Dark Mode.
- Android 9 or earlier: Only few Android models support Dark Mode
(Go to **Settings > Display** to check if your phone supports Dark Mode).

Ring Strategy (eConsole)

From eConsole, set the ring strategy for your office phone and eMobile.

- **Ring Simultaneously:** The office phone and eMobile will ring simultaneously.
- **Ring Extension Only:** Only the office phone will ring.
- **Ring eMobile Only:** Only the eMobile will ring.
- **Ring Extension First:** The office phone rings first, then the eMobile rings.
- **Ring eMobile First:** The eMobile rings first, then the office phone rings.