ESI eCloud

ePhoneGo² User's Guide

This document explains the main functionalities of the ePhoneGo² mobile client.

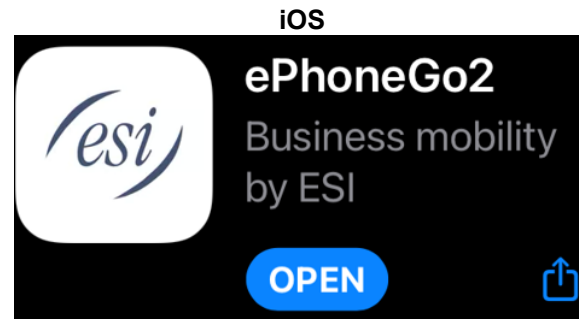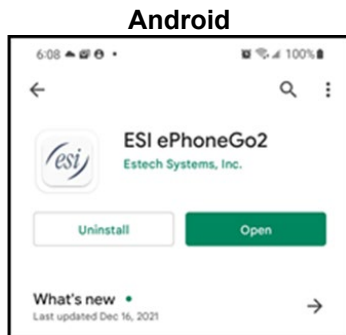## Contents

General

This a quick reference to the main functionalities of the ePhoneGo^2 mobile client.

Installation

- **<u>Logout from the ePhoneGo^2 on your mobile device and remove this app from your mobile phone</u>**.
- Download the ePhoneGo^2 app from the Play Store or the App Store and install in your mobile device.

Android	iOS

- Open the app and you will see the Log-in screen.
- In the **Cloud ID** Username field, enter your PBX extension followed by @domain.com.
  For example: 1001@esi.inhouse.com.
- Enter your regular Password and tap on "Sign In".

- Follow the instructions to complete the installation.

The app will open up in the dial pad tab.

NOTE: After successfully registering ePhoneGo^2 with eCloud, use the eConsole to modify your answering rules as the newly installed mobile application may have a different suffix in your list of phones.

Dial Pad Tab

The app will always land on the keypad tab 🔢 when you open it.

The app home page will show the following features:

① Access to the eConsole ② Settings ③ Keypad ④ Contacts ⑤ Starred Contacts ⑥ Messages	⑦ Call History ⑧ Voicemail ⑨ Call via the app (VoIP call) ⑩ Call via the mobile phone (Public mobile network call) Note: If an icon is missing from the iPhone ePhoneGo[2] app, slide the bottom blue bar to the left to reveal hidden icons. The icon might be hidden on a smaller screen.

Android   **iOS**
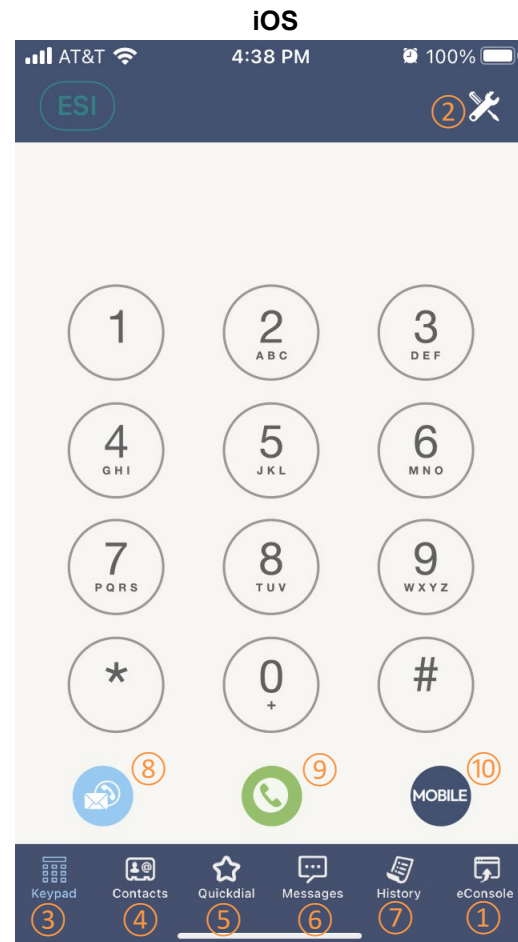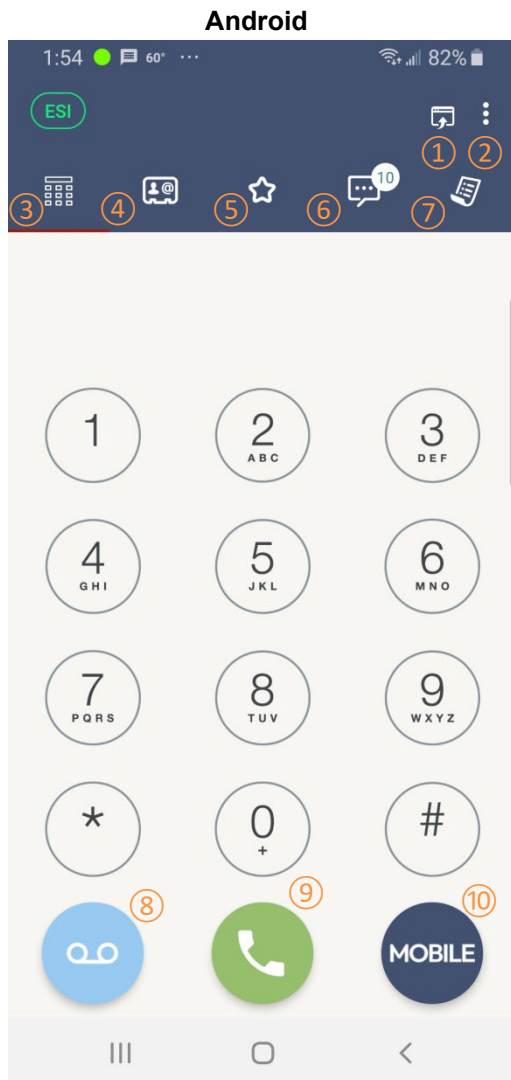
NOTE: There is no Logout option from the app. The concept is that the app provides mobility for your extension at the PBX so you can be reached any time anywhere. There is an option to temporarily silence your mobile app if needed. Please refer to the "Mobile Do-Not-Disturb" section of this document for details.
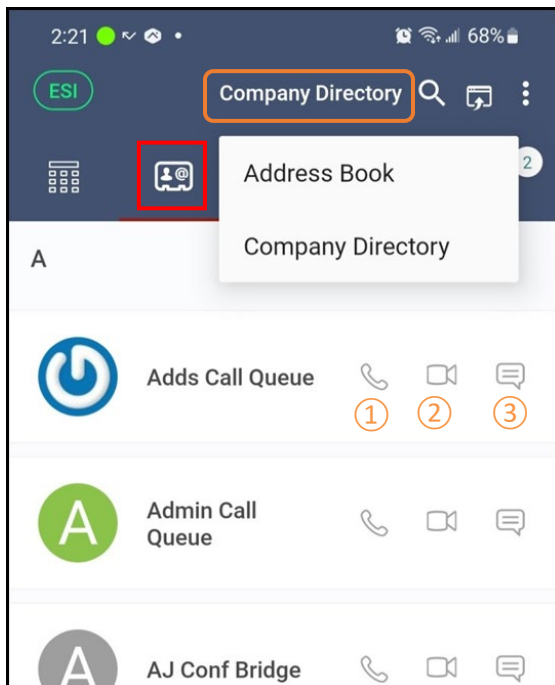
Contacts

In this tab, you have access to your phone's personal contacts (Address Book) and the PBX's phonebook (Company Directory). To toggle between them, tap on the label next to the search icon.
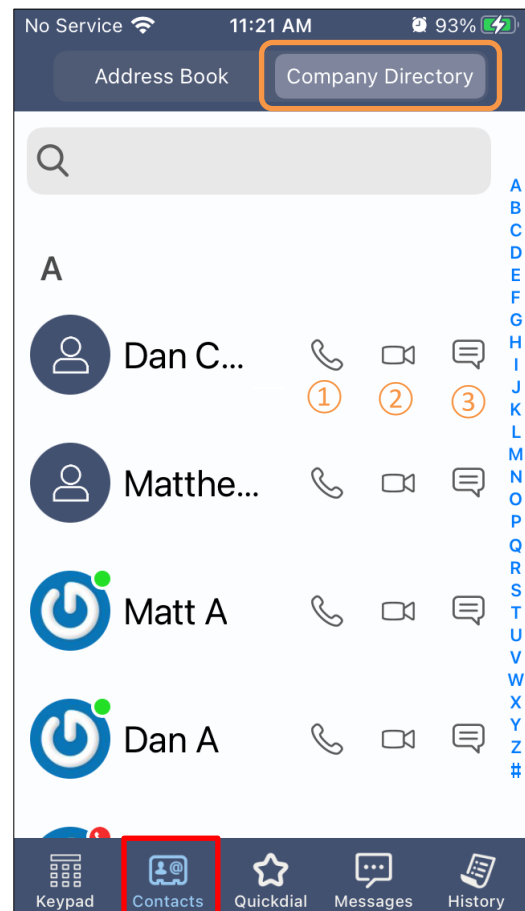
From here you can:

① Initiate a voice call
② Initiate a video call
③ Start a Messaging session

Android

iOS

Starred Contacts (Frequently called)

In this tab you can create a list of frequently called contacts from those in the "Personal Contacts" or "Company Directory lists".

To add a contact to the Starred Contacts list, tap on the plus icon ⊕ at the bottom-right of the screen.

Android

iOS
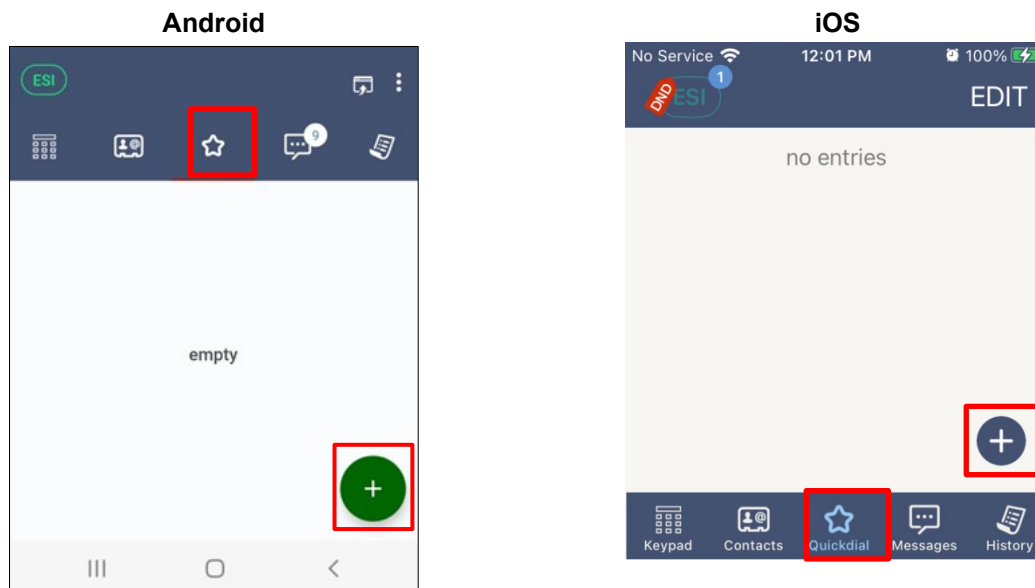
You can now search for the contact you want to add to this list (from either the Address Book or the Company Directory) or enter the details manually if you want to.

Once you have selected the contact to add, select whether you want the busy lamp field turned on or off, and then tap on the check mark to complete the procedure. Repeat the procedure for as many contacts as you want.
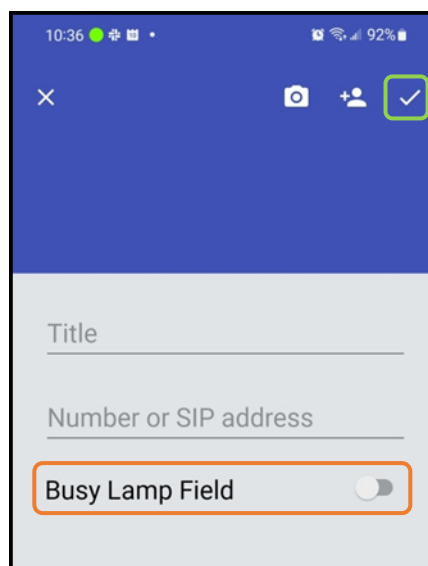
Filter out System contacts from the Contacts list

System constants such as Auto-Attendants, queues, etc. can now be filtered out of the Contacts list (if they are displayed in your contacts tab). If system contacts are made available for your company, then each user can filter them out from his/hers own contact list in ePhoneGo[2]. This switch is available in the Settings sub-tab. **Notice that if system contacts are not made visible for your company, this switch will not have any effect.**

0455-0314 Rev H
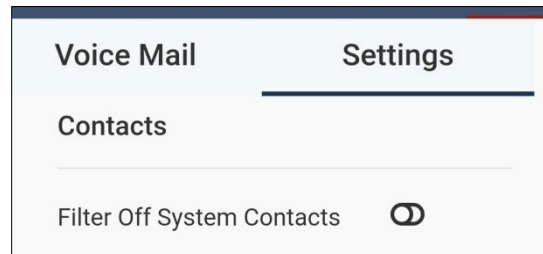
Call History

This is the record of all call activity for your extension. The call history will provide an indication of the call treatment for outgoing and incoming calls:

Android	iOS
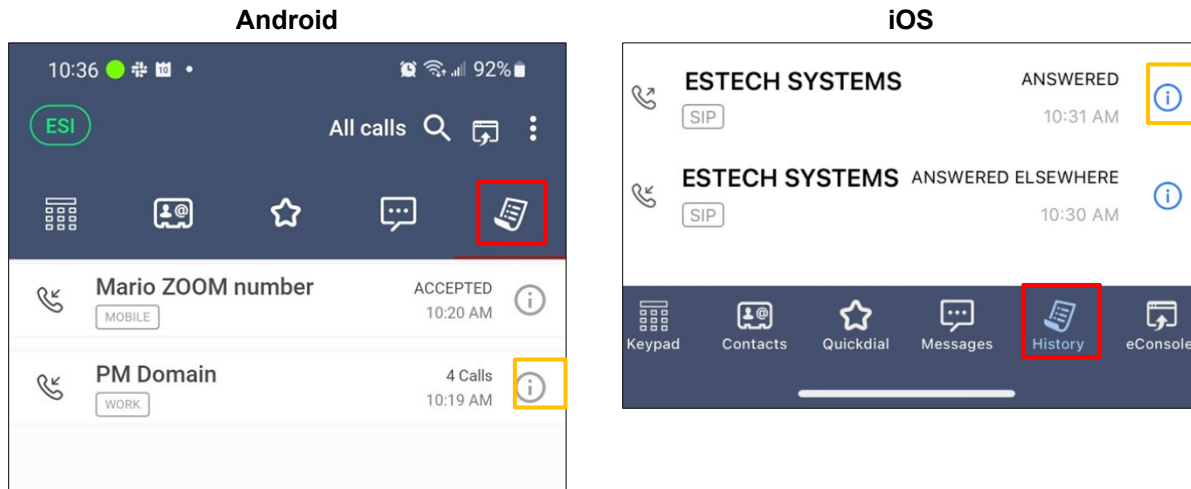
If you tap on the information icon for any call in the list, you can get additional information about the calls.

For this example, tapping on the information icon of the entry with 4 consecutive calls, will pop up a new panel with the detailed information about each of those calls:
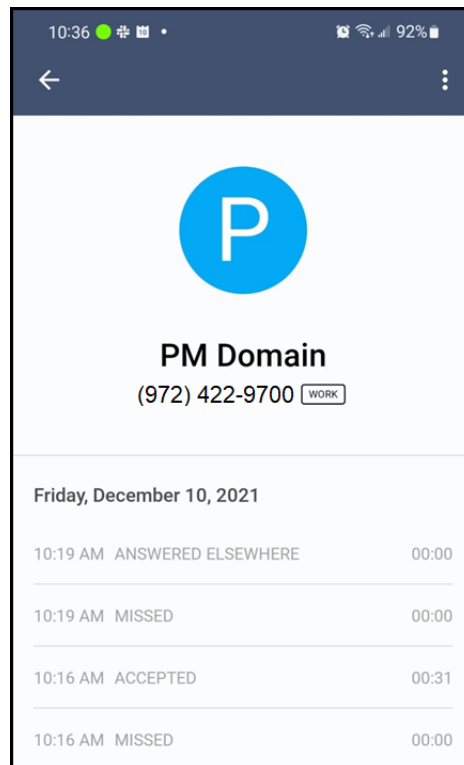
Incoming calls

In the Android version of the app, you will have 4 options for handling an incoming call:

① Answer the call with video (iOS does not present this option while ringing).
② Answer the call with voice only.
③ The Ignore button stops the mobile device from ringing, but the call will continue alerting any other registered device (iOS does not allow for this option).
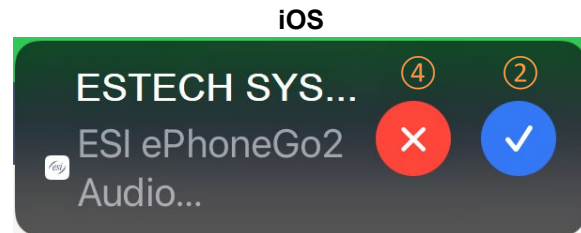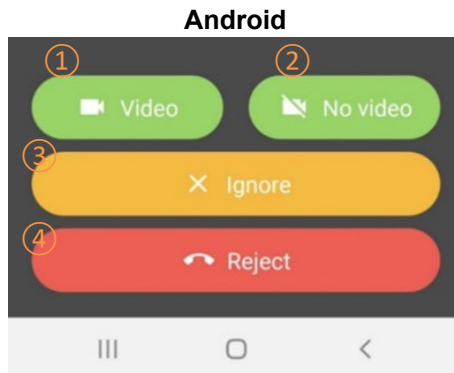④ Reject diverts the call to your voicemail.

Android

iOS

Once a call has been answered, for example voice only, you will have the following options:

① Mute yourself
② Use the speakerphone
③ Switch to video call
④ Put call on hold

⑤ Record the call
⑥ Unattended transfer
⑦ Add another participant to the call
⑧ Attended transfer

Android

iOS

0455-0314 Rev H
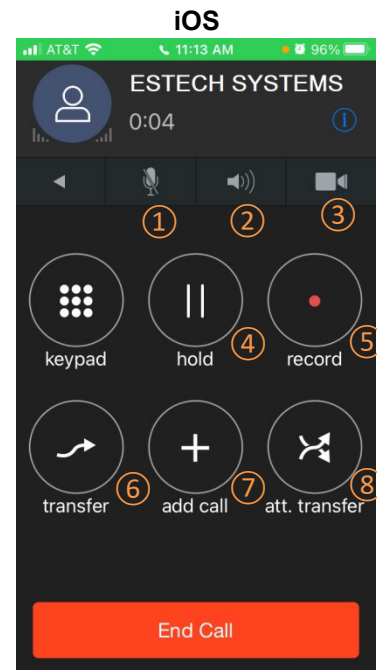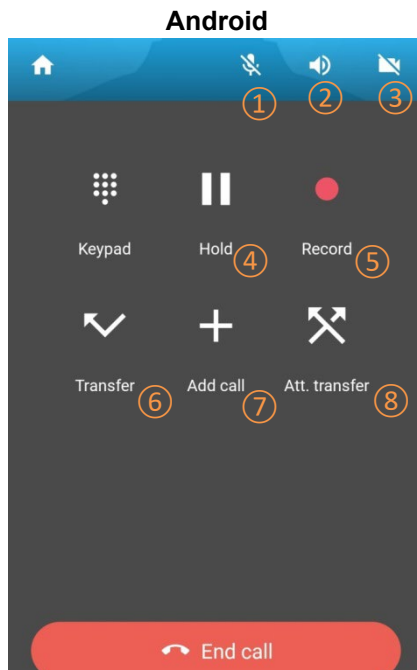
Outgoing calls

Using the dial pad

You can use the dial pad to make a VoIP call (i.e. the dialed number will initiate a call through the PBX) or a call via the public mobile network without having to close the app and switch to your phone's native dialer.

To place a VoIP call, use the **Green Button**.
To place a call using the public mobile network, use the blue **MOBILE Button**.
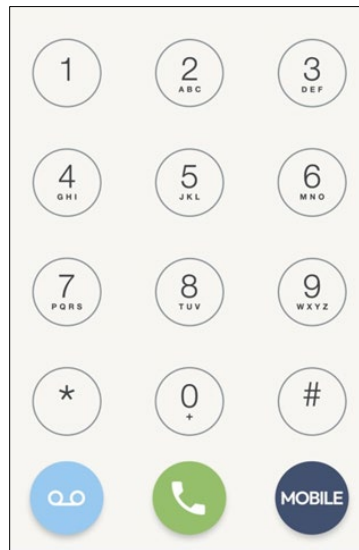
Using the Contacts lists

You can tap on any contact in the CONTACTS tab or in the STARRED CONTACTS tab and you will be prompted to select the action you want to take.

- Tap on a contact in the contacts list.
- When that contact is presented, tap again to be presented with the options below.
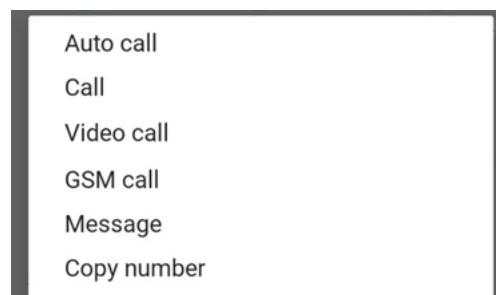
Auto Call works the same as a regular call. The default media type for Auto Call is "audio".

Note: GSM call means a call using the public mobile network, i.e. as if you were using your phone's native dialer.

Other call types

- CANCELLED: This is an outbound call that was made then terminated before it was answered.
- REJECTED: This is an incoming call that is rejected by the recipient.
  ePhoneGo² for iOS does not have the Reject option.
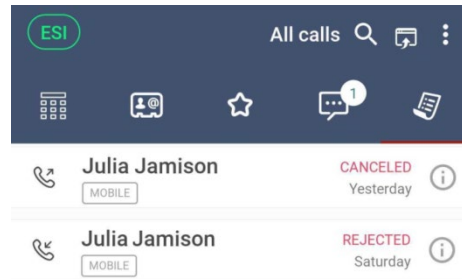
- Answered Elsewhere: This is when an incoming call is answered by another device such as your web phone when Simring is enabled.
  Simring (simultaneous ring) is when multiple devices are programmed to ring simultaneously when there is an incoming call.
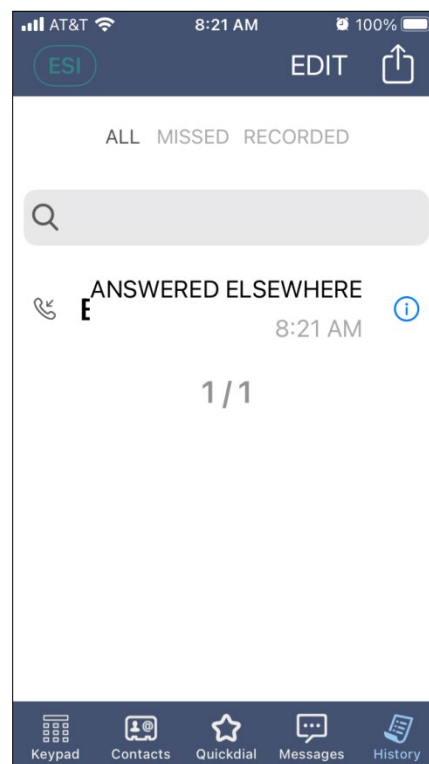
Station BLF Status

Green – Available
Orange - Dialing
Red – Busy or DND (for the extension)
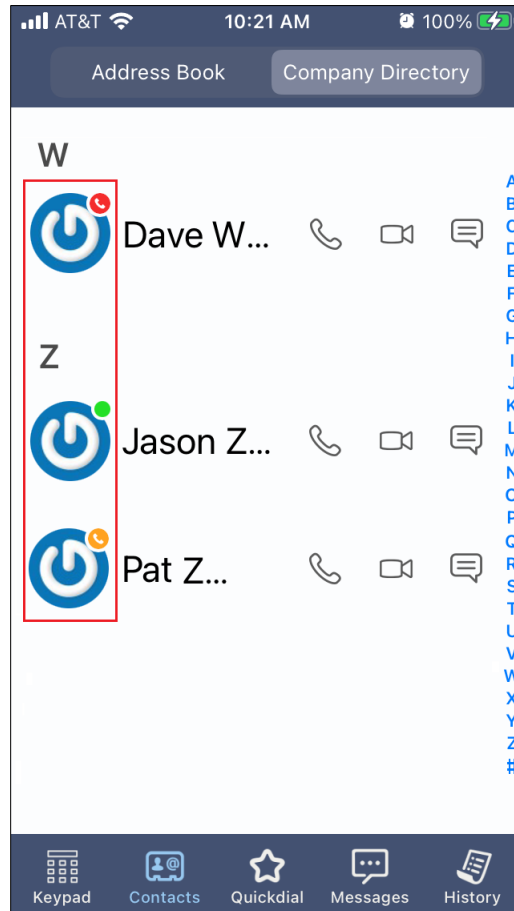
Messaging

The messaging tab allows you to send IM or SMS to any contact (SMS from your PBX account to another internal user or external contact that is SMS enabled as well).
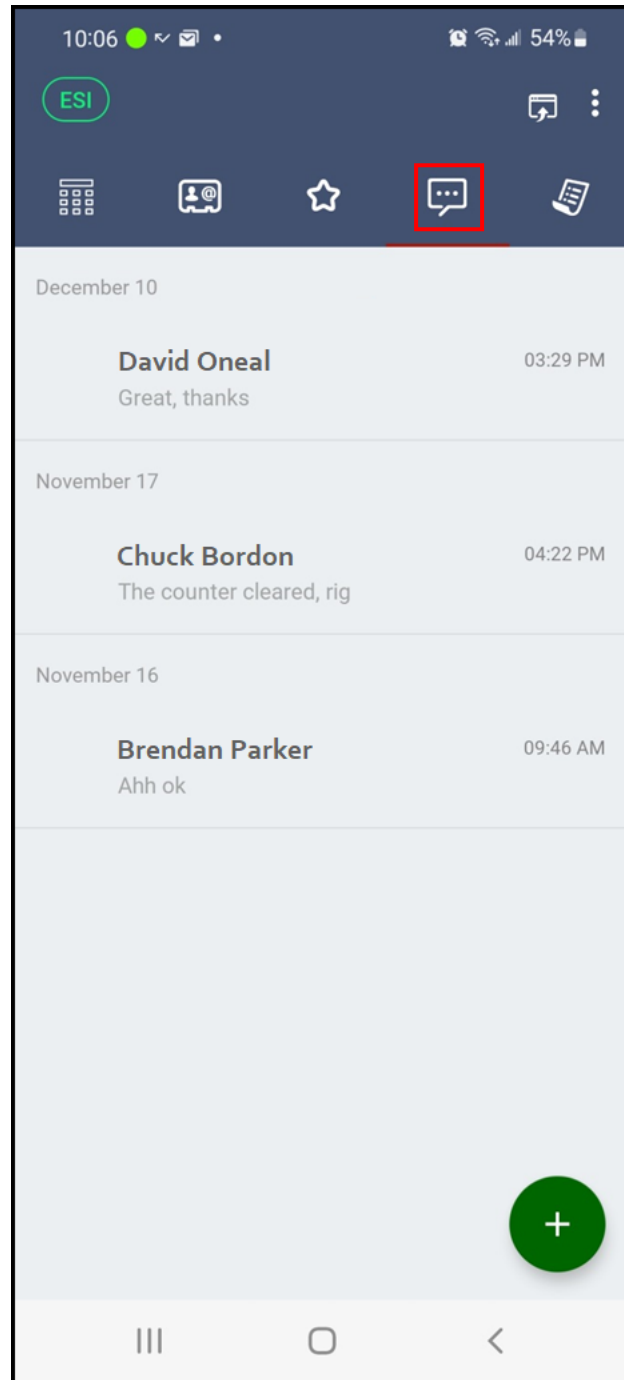
Voicemail

Notifications about number of new voicemails are given through the Voicemail button at the bottom-left of the dial pad (see the number "1" at the top-left corner of that button in the image below).
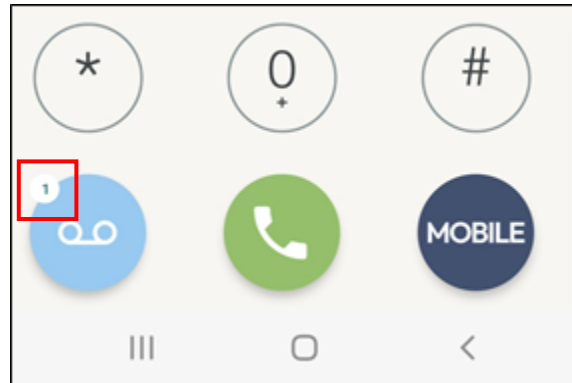
Tapping on that button will prompt the user to enter his/her voicemail PIN and then listen to the voicemail(s).

For Access to visual voicemail, please refer to Access to Visual Voicemail section of this document.

Answering Rules
Changing Answering Rules

The **Settings** sub-tab also provides access to the user's answering rules where the user can update which one is to be used as current.
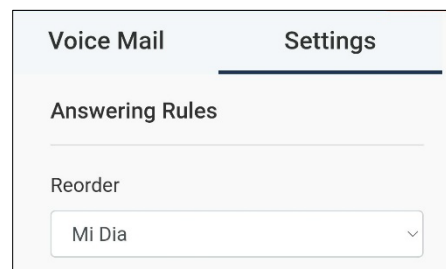
Mobile Do-Not-Disturb

If you want your mobile device not to ring but let other devices be alerted (for example while at your desk with any other device registered).

Tap on the **ESI button** at the top left of the screen and switch the DND to ON.
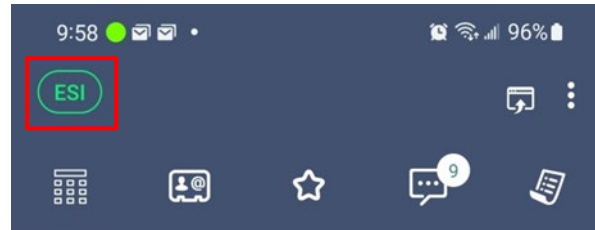
Tap the slider switch to enable DND.
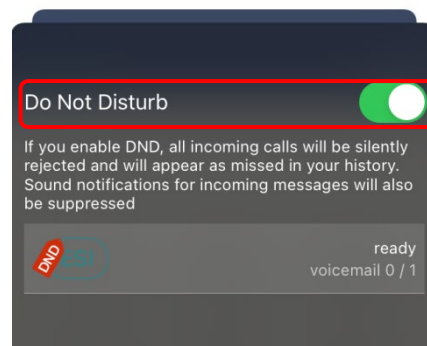
You will now have an indication that DND is enabled <u>for this device</u>.
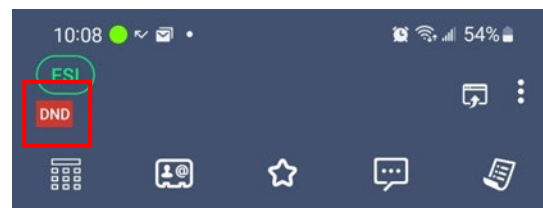
Repeat the steps above to turn off DND for this device.

Note: DND only places the ePhoneGo[2] app in Do Not Disturb. It does not place other devices in DND simultaneously. Others cannot see the DND status for your ePhoneGo[2].

Access to visual Voicemail

Access to the voicemail box in visual form can be done through the Voicemail settings tab in the ePhoneGo[2] app. This tab serves several purposes as explained below.

Android   **iOS**
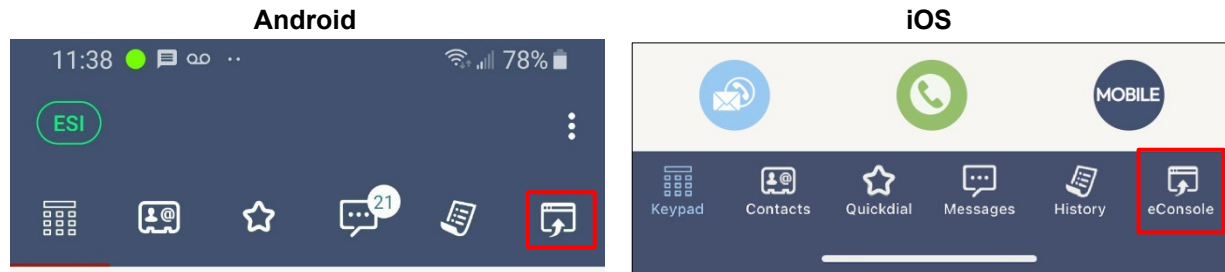
- **Access to Visual Voicemail**
  There are two sub-tabs under this tab: Voice Mail and Settings. The Voice Mail sub-tab gives access to visual voicemail. There is a dropdown menu that allows you to see your NEW, SAVED or TRASHED voicemails. If voicemail transcription feature is enabled, the actual transcription of the voicemail is displayed for each mail in the lists.

Android   **iOS**

0455-0314 Rev H
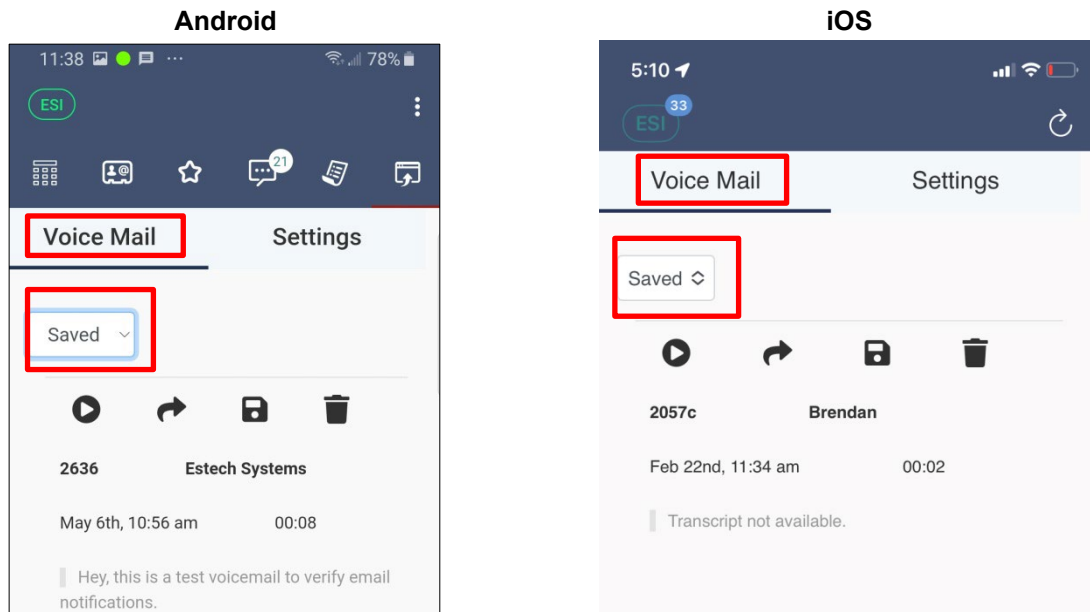
- **Management of Voicemail Greetings**
  The **Settings** sub-tab gives access to the voicemail greetings where the user can change the current greeting from those previously recorded or even record a new one. Greetings that have been recorded using the Text-To-Speech feature in the eConsole will display the actual text used to create the recording.

Android   iOS
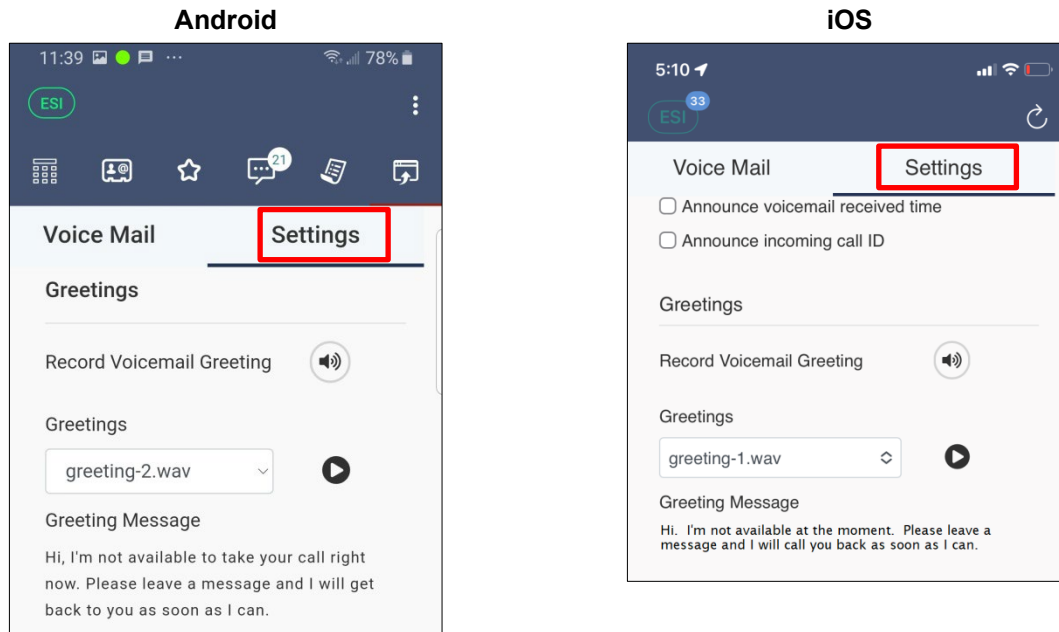
- **Access to Voicemail Settings**
  The **Settings** sub-tab also gives access to the voicemail settings, including Unified Messaging controls.
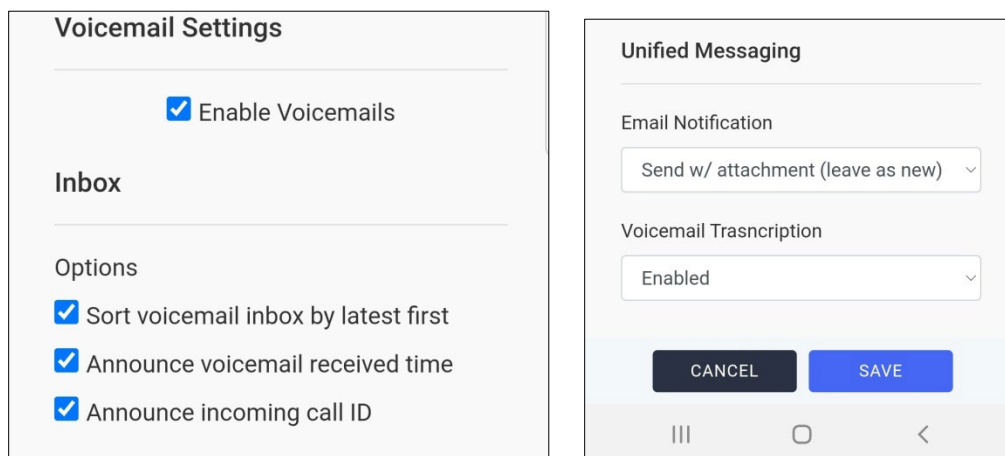
Using the Public Mobile Network

Calls placed with this button are not VoIP calls so they don't use data, they are regular cellular calls.

To use the public mobile network, tap on the blue MOBILE button in the bottom right corner of the dial pad.

0455-0314 Rev H
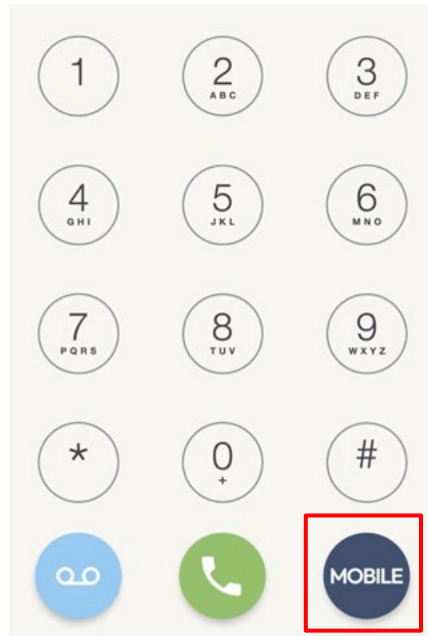
Preferences

Tap Settings in the upper right corner of the keypad screen (Android settings icon is three vertical dots ⋮) (iOS settings icon looks like a crossed wrench and screwdriver ⚒) then tap Preferences. Tap Done Done when you are done configuring your preferences.

Ringtones
- Ringtone: This sets ePhoneGo^2 incoming call ringtone.
- Text Tone: This sets the tone for incoming texts.
- On-Screen Text Tone: When you get an on screen alert, this tone plays.

Sound
- Echo Suppression: Tap the slider switch to enable echo suppression algorithms.
  - Speaker phone Echo Suppression: Tap the slider switch to enable/disable speaker phone echo suppression.
  - Handset Echo Suppression. Tap the slider switch to enable/disable handset echo suppression.
- Incoming Noise Suppression: Tap the slider switch to enable/disable background noise suppression for incoming audio.
- Outgoing Noise Suppression: Tap the slider switch to enable/disable background noise suppression for outgoing audio.
- Microphone Volume Boost: Pre-amplifies the microphone signal. Set higher amplification if you sound too quire to the other party.
- Playback Volume Boost: Boosts the volume of the audio played from your device.
- Keypad Volume: Sets the relative volume of the keypad beeps.
- Video Speaker Mode: When enabled, this prefers speaker over receiver when video capture is on and turns off the proximity sensor.
- Support Bluetooth: Enables Bluetooth headset support. Turn off if you don't have a Bluetooth headset or if you have problems switching to speakerphone.

Call Recording
- Enabled: Enables Call Recording for all calls.
- Record All Calls: When enabled, all phone calls will be recorded automatically.
- Multichannel: When enabled, every participant will have their own track in the .wav file.
- Output File Format: Options are WAV u-law (8 kHz), WAV PCM16 (16 kHz), Ogg Opus (48 kHz).
- Delete After: Time to keep recorded conversations. Options are Keep forever, 1 week, 2 weeks, 1 month, 2 months, 3 months, and 6 months.
- Warning Beep: Sounds a beep every 15 seconds to notify the remote party that the conversation is being recorded.
- Email Address: Email address will be pre-filled when sending the call recording by email.
- Upload URL: This is the URL to upload the recorded WAV files. The app will send PUT requests with the recordings in the body.
  Note: To export large recordings or multiple recordings simultaneously, use file sharing.

Call Forwarding
- Enabled: Enables automatic call forwarding. When enabled, set a Forward To number.
- Forward Button: Enable to allow forwarding to an arbitrary number when accepting a call.
  Note: Call Forwarding only works when ePhoneGo^2 is the only device being used. In other words, if there are several devices and simring is enabled, this feature is not functional.

Number Rewriting

Number rewriting allows you to manipulate numbers dialed from ePhoneGo^2. Tap the plus icon ⊕ to set rewriting rules then create conditions and actions.

Disclaimer: Number rewriting is typically only used in other countries. So if you travel outside of the United States, this feature may be advantageous to you.

The main purpose of the feature is to allow you to utilize your native contacts without having to add new entries. Since numbers dialed from your SIP account may need to be dialed differently than they are from your native GSM number, this can be very useful. It can also be used to make sure certain numbers are dialed from a specific account on the client, regardless of what account is currently active for outbound calls.

Number rewriting works by creating rules. For the rules, you will create Conditions and Actions. This basically works in the way - if 'condition', then 'action'. Each rule can potentially have multiple conditions and actions.

Conditions
Starts With - If the number starts with what you put here, then the action will be applied.
Doesn't Start With - If the number doesn't start with what you put here, then the action will be applied.
Equals - If the number is exactly what you put here, then the action will be applied.
Length Equals - If the number is the same length as what you put here, then the action will be applied.
For example, if you put 7 here, all numbers with 7 digits will apply the action.
Shorter Than - If the number is shorter than what you type here, the action will be applied.
Longer Than - If the number is longer than what you type here, the action will be applied.

Actions
Replace With - Whatever you typed in the condition will be replaced with what you put here.
Prepend - The number will be prepended with what you put here.
Append - The number will be appended with what you put here.
Try Others - Rules are gone through in descending order from the first on the list to the last. Normally, once a number meets a condition, only the actions of that condition will be completed. Try Others assures that actions for any other rules that the number meets the conditions for will be applied as well.
Override Dial-Out Account (only available in the advanced settings for the SIP Account) - Any number that meets the conditions will use this SIP Account for the call, regardless of what account is currently active for outbound calls.

Number Rewriting (continued)

Examples:
The following are basic examples. You can get more specific with the rules.

The numbers in your contacts are stored with just the area code and number (e.g. 904 555 1212), but you need them to be dialed with a 1 first when you dial them from your SIP Account (e.g. 1 904 555 1212). Go to number rewriting in preferences if you want this rule to be applied to all SIP Accounts, go to number rewriting in the advanced settings for the SIP Account if you want the rule to apply to only one account. Tap on the plus to add a rule. Tap on the + to add a condition and select Starts With and type in 904. Tap done. Tap on the + to add an action and select Prepend and type in 1. Tap done. Then all numbers beginning with a 904 area code will automatically be prepended with a 1.
This is just a basic example of this type of use. You can program the rules to add country codes, replace + with 00, etc. the feature is very customizable.

Another popular use is to use number rewriting to make sure certain numbers are dialed by certain accounts. There are many reasons why someone would want to do this but I'll give a specific example here.

Say you have several SIP Accounts. You have several people you call regularly in France and one of your SIP Accounts has very good rates for calls to France and you want to be sure all calls to France go through this account. Fortunately, all your French numbers are in the correct format for your SIP provider (e.g. beginning with 0033), but you want an easy way to make sure that all French numbers will go through this account. Go to the advanced settings for the SIP Account you want the numbers to use and tap on number rewriting. Tap on the + to add a rule. Tap on the + to add a condition, select Starts with and type 0033. Tap done. Tap on the + to add an action and select Override Dial-Out Account. Now all numbers beginning with 0033 will always be dialed with this SIP Account.

Note: Number rewriting is a very powerful tool and can be very useful. But be careful when creating rules. An unthoughtful rule may cause a problem with making calls in the future. Also, remember that number rewriting will also effect numbers dialed directly from the keypad, not just your contacts.

0455-0314 Rev H

Network

Network provides a means to manually set Wi-Fi networks that can be used that are considered safe:

- Allowed SSIDs: Specify which Wi-Fi SSID's are allowed.
- Disallowed SSIDs: Specify which Wi-Fi SSID's are not allowed.
- Network Priorities for RTP: Specify which networks should be used for media RTP traffic.
- Network Change Strategy: Configure how to handle network changes during a call.
- Use legacy RTP layer.

Controls

You can set how the app controls behave. (Each control has a description below it within the app).

- Headset Buttons: This enables remote headset support.
- Show Globe Button: This shows the globe button when + is tapped.
- On GSM Call: When on a GSM call, options are Do Nothing, Put Call on Hold, Play Message.

Do Not Disturb

You can create rules for DND by tapping the plus ⊞ sign.

Contact Sort Order

Here you can set the order in which contacts are sorted by the following:

- Native order: You can set how your contacts are displayed in your mobile phone. Native order will maintain those settings.
- By First Name
- By Last Name

Start Video Automatically

Tap the slider switch to start video automatically on a call.

Log SIP Traffic

Writes a log of all SIP traffic, which is useful for troubleshooting.

Language

Choose your preferred language.
Warning: Do not change the preferred language unless you know it. Otherwise it will be extremely difficult to go back to the current language.

SSL Exceptions

This is where any SSL exceptions that you have defined will be listed.