



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 2.0.24.

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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

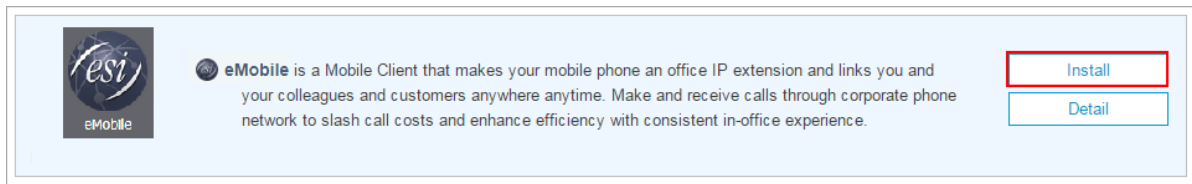
eSIP Server Settings


This chapter is for the eMobile administrator. It introduces how to configure the eMobile server on ESI eSIP Evolution Series Server. If you are an eMobile client user, you can skip this chapter.

Installing and Enabling eMobile on eSIP Server

Please upgrade the eSIP Server firmware before using eMobile if necessary.

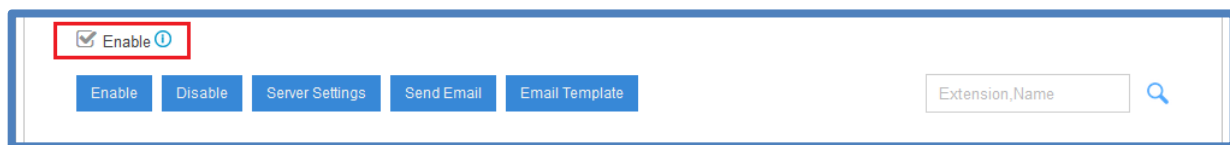
Step 1. Log into ESI eSIP Evolution Series Server GUI interface. Go to App Center and install eMobile.



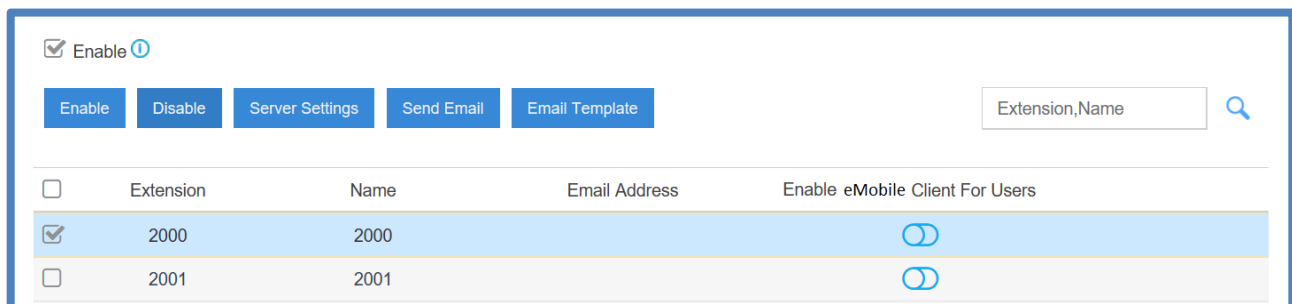
Step 2. Click on the  icon in upper right corner of GUI and you can see the installed eMobile App.

Step 3. Click eMobile icon  to configure it.

Step 4. Check the “Enable” box to enable eMobile feature on the eSIP Server.



Step 5. Select the extensions to use eMobile and click “Enable”.



Note:

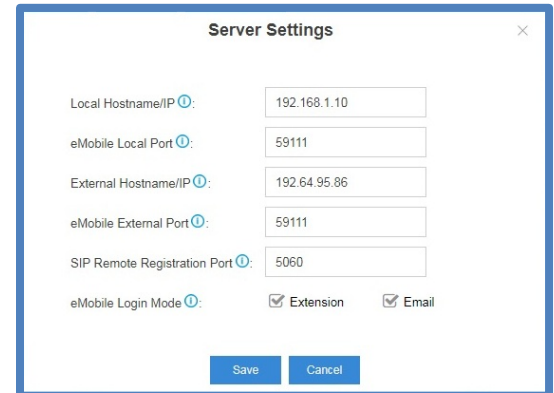
- For eMobile security, the extension users' default **User Password** MUST be changed, or the system will not allow you to enable eMobile for the extension users.
- We suggest that you set up robust passwords that include a combination of numbers, uppercase letters, and lowercase letters.

Step 6. Click **Save** and **Apply**.

Assigning eMobile Login Information

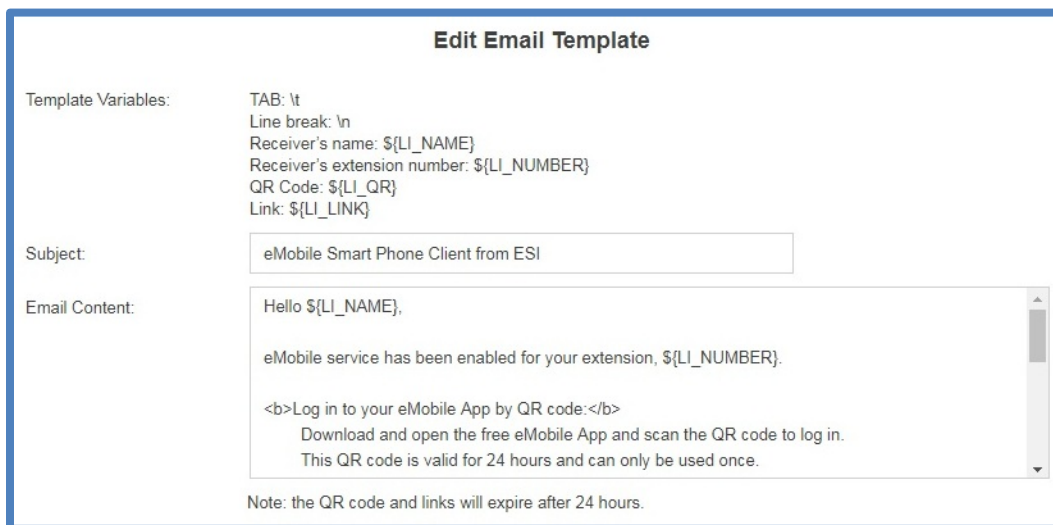
ESI eSIP Evolution Series Server provides an easy way to help the administrator to assign eMobile login information to extension users. Follow the steps below to assign eMobile login information.

Step 1. Click **Sever Settings** to configure the eMobile server, the system will generate a QR code and login link using the server settings.



- **Local Hostname/IP:** the eSIP Server's local hostname or IP address.
 - **eMobile Local Port:** eMobile local port, the default port is 59111.
 - **External Hostname/IP:** the eSIP's external hostname or IP address.
 - **eMobile External Port:** the forwarded eMobile port.
 - **SIP Remote Registration Port:** set the port according to your eSIP Server's network settings:
1. If eMobile remote registration is through the eSIP Server's network interface which is configured with a private IP, and the eSIP Server is behind a router, you need to forward SIP registration port (default 5060) on your router, and enter the forwarded port here.
 2. If eMobile remote registration is through the eSIP Server's network interface which is configured with a public IP, then enter the local SIP registration port (default 5060) here.
 3. If the eSIP Server is connected to a VPN network, you don't need to do port forwarding and enter the local SIP registration port (default 5060) here.

Step 2. In the eMobile App, click the "Email Template" tab to modify the email subject and contents. When you finish the configuration, click "Save".

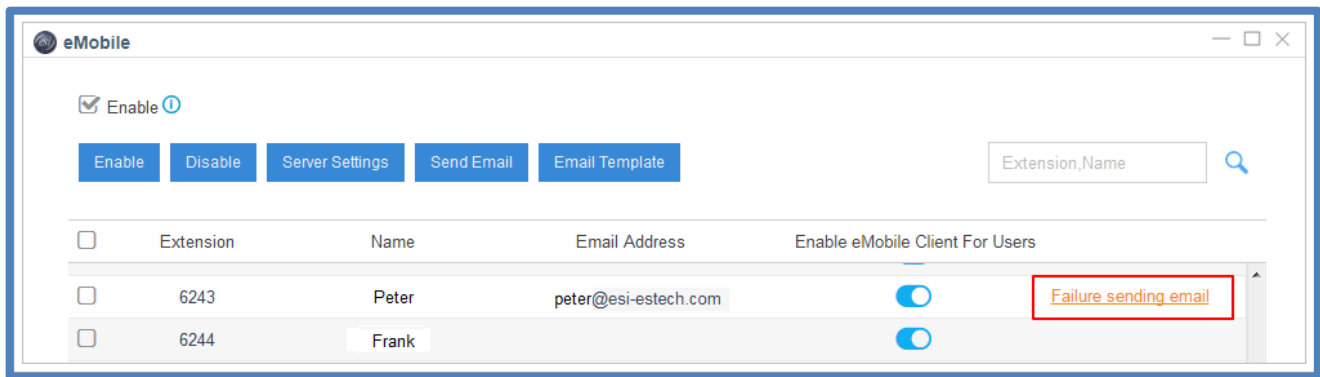


Step 3. In the eMobile App, select the desired extensions you want to send the email and click on the "Send Email".

Note:

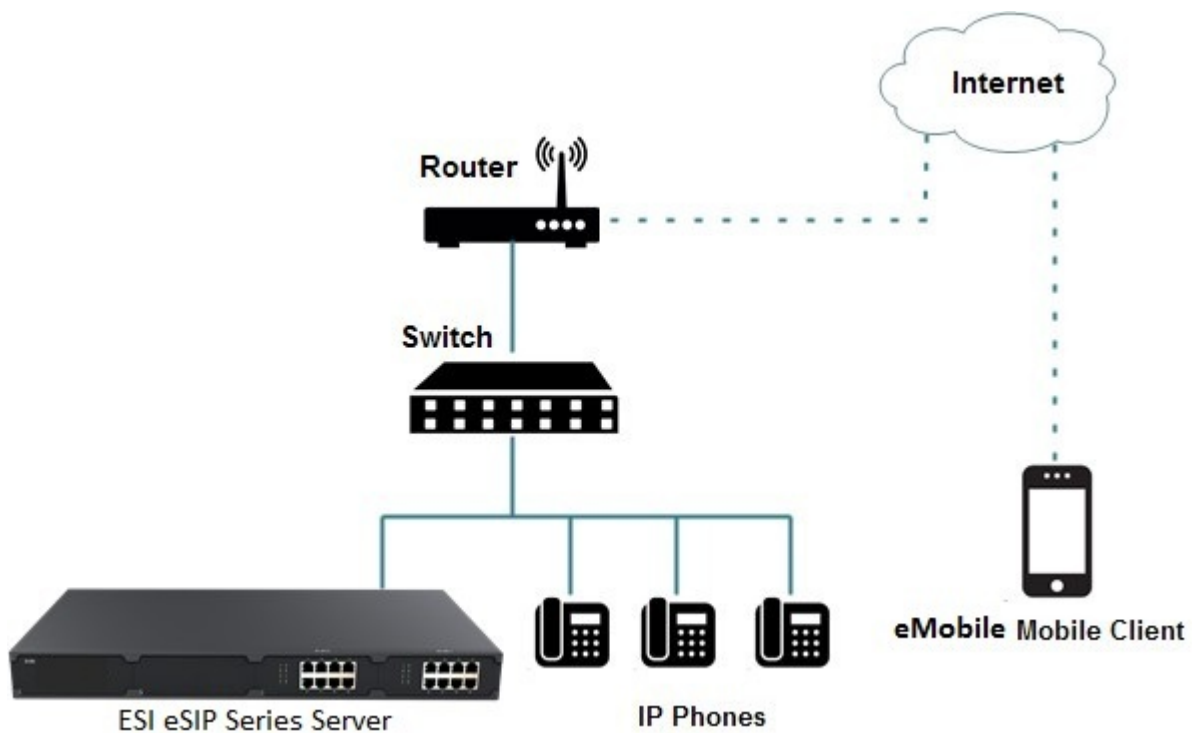
- Please make sure the selected extensions have an email address and have enabled eMobile.

Step 4. If the system failed to send emails, you can see the email failure status on the eMobile settings page. Click "Failure sending email" to resend the email or ignore the status.



Port Forwarding and NAT Settings

NAT enables private IP internetworks that use non registered IP addresses to connect to the Internet. If eMobile communicates with the ESI eSIP Evolution Series Server through the network interface which is configured with a private IP, and the eSIP Server is behind a router, you need to do port forwarding and configure NAT on your ESI eSIP Evolution Series Server.



In this situation, you need to forward the following ports to make eMobile work properly in remote network.

Port	Default Value	Configuration Path
eMobile Service Port	59111	eSIP Evolution Series>eMobile>Server Settings
SIP UDP Port	5060	eSIP Evolution Series > Settings > PBX > General > SIP
RTP Ports	10000-12000	eSIP Evolution Series > Settings > PBX > General > SIP

Go to eSIP Evolution Series > **Settings** > **PBX** > **General** > **SIP** > **NAT** to configure NAT settings.

1. Choose a NAT Type.
2. Enter the external IP address or domain and enter the forwarded SIP UDP port.
3. Enter local network identification.
4. Set NAT Mode to "Yes".
5. Click "Save" and "Apply".

The screenshot shows the NAT configuration window. It contains four rows of settings:

- NAT Type**: A dropdown menu currently set to "External IP Address".
- External IP Address**: A text input field followed by a colon and a separate input field containing the value "5060".
- Local Network Identification**: Two text input fields separated by a slash, with a blue "+" icon to the right of the second field.
- NAT Mode**: A dropdown menu currently set to "Yes".

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 iTunes App. Search “ESI eMobile” to download the App.



Look for the ESI
eMobile icon in iTunes.

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.

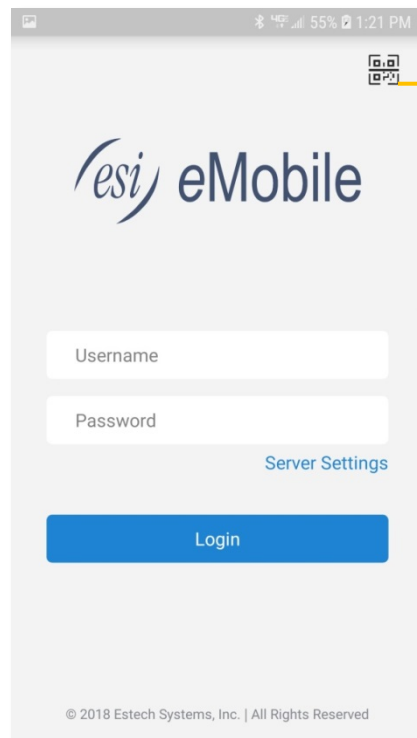
Notes:

- 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.

1. 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.



Tap icon in eMobile App to scan QR code in email.

2. Copying the 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 in 24 hours and can only be used once.

3. Logging in Manually

- You can also tap "Server Settings" on the eMobile mobile client login page and enter the eSIP Server IP address and port manually to log in.

The image displays two screenshots of the eMobile mobile client interface, illustrating the manual login process.

Top Screenshot: Configure Server Address

This dialog box is used to configure the server address. It contains the following fields and buttons:

- Local Hostname/IP:** Field for entering the local hostname/IP of the eSIP Server. (1. Enter the local hostname/IP of eSIP Server.)
- 59111:** Field for entering the eMobile service local port. (2. Enter eMobile service local port.)
- External Hostname/IP:** Field for entering the external hostname/IP of the eSIP Server. (3. Enter the external hostname/IP of eSIP Server.)
- 59111:** Field for entering the eMobile service external port. (4. Enter eMobile service external port.)
- OK:** Button to confirm the configuration. (5. Tap OK.)

Bottom Screenshot: eMobile Login

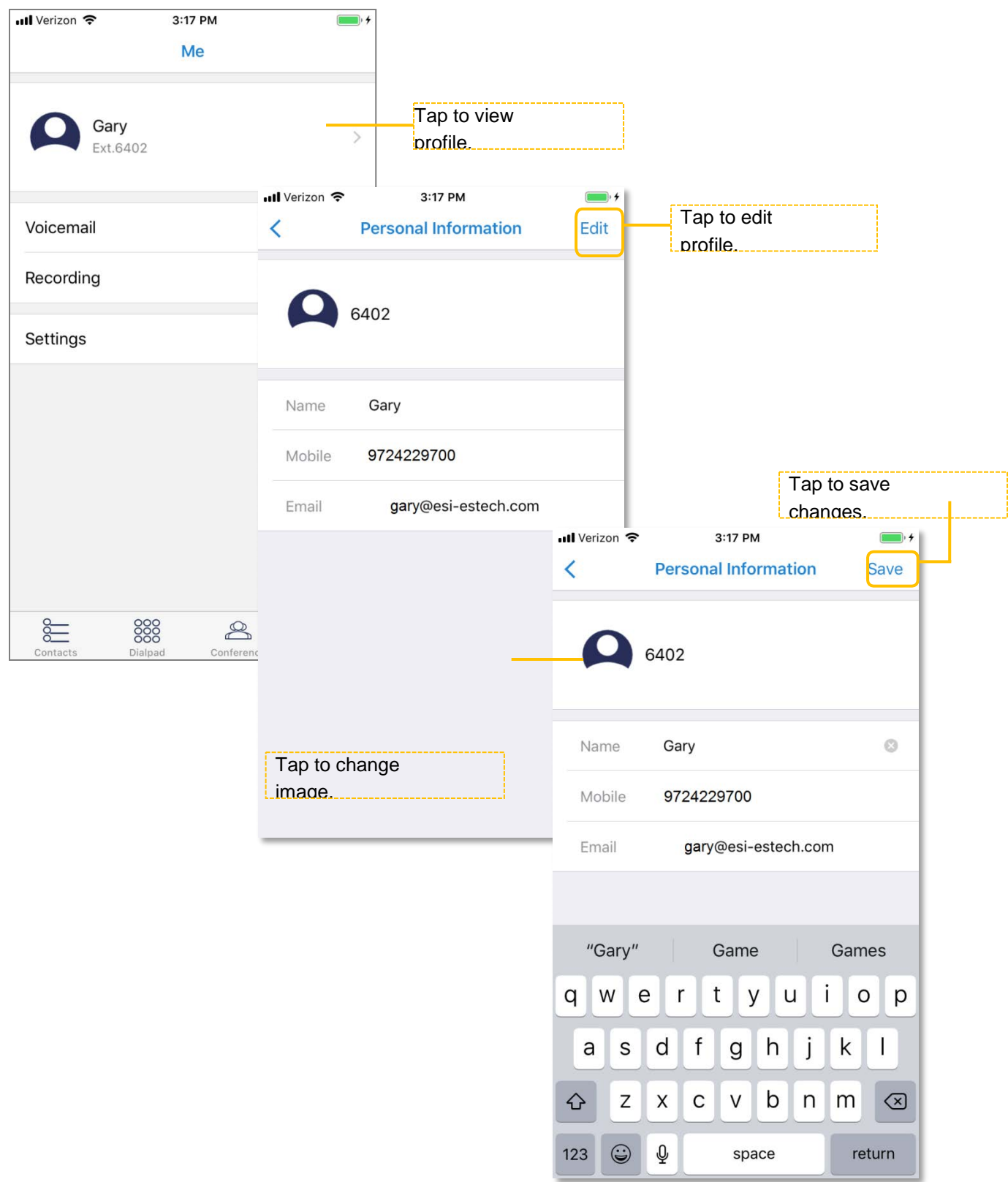
This is the main login screen. It contains the following fields and buttons:

- Username:** Field for entering the extension number. (6. Enter extension number.)
- Password:** Field for entering the extension user password. (7. Enter extension user password.)
- Server Settings:** Link to tap to change server settings. (Tap to change server settings.)
- Login:** Button to tap to login. (8. Tap Login)

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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

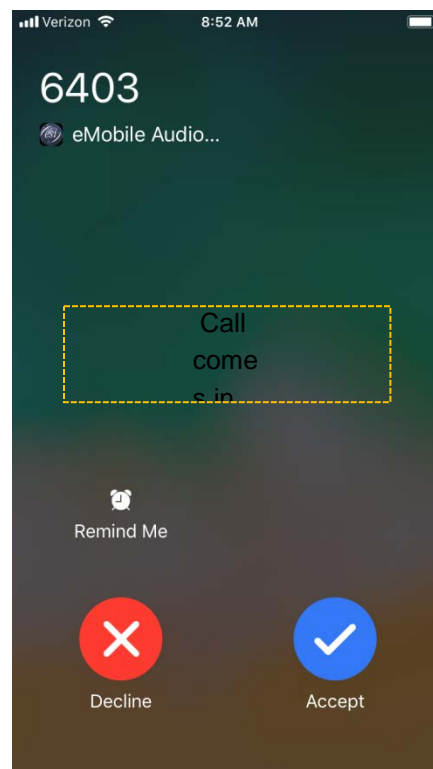
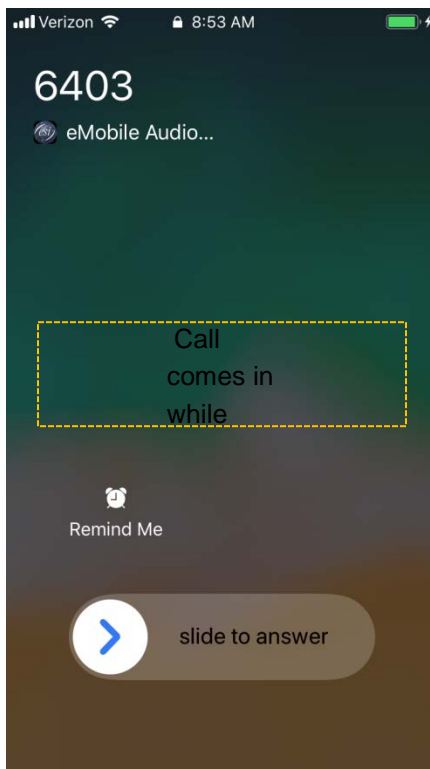
- An incoming call to your extension will ring eMobile if you are not on an eSIP Server call.

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.

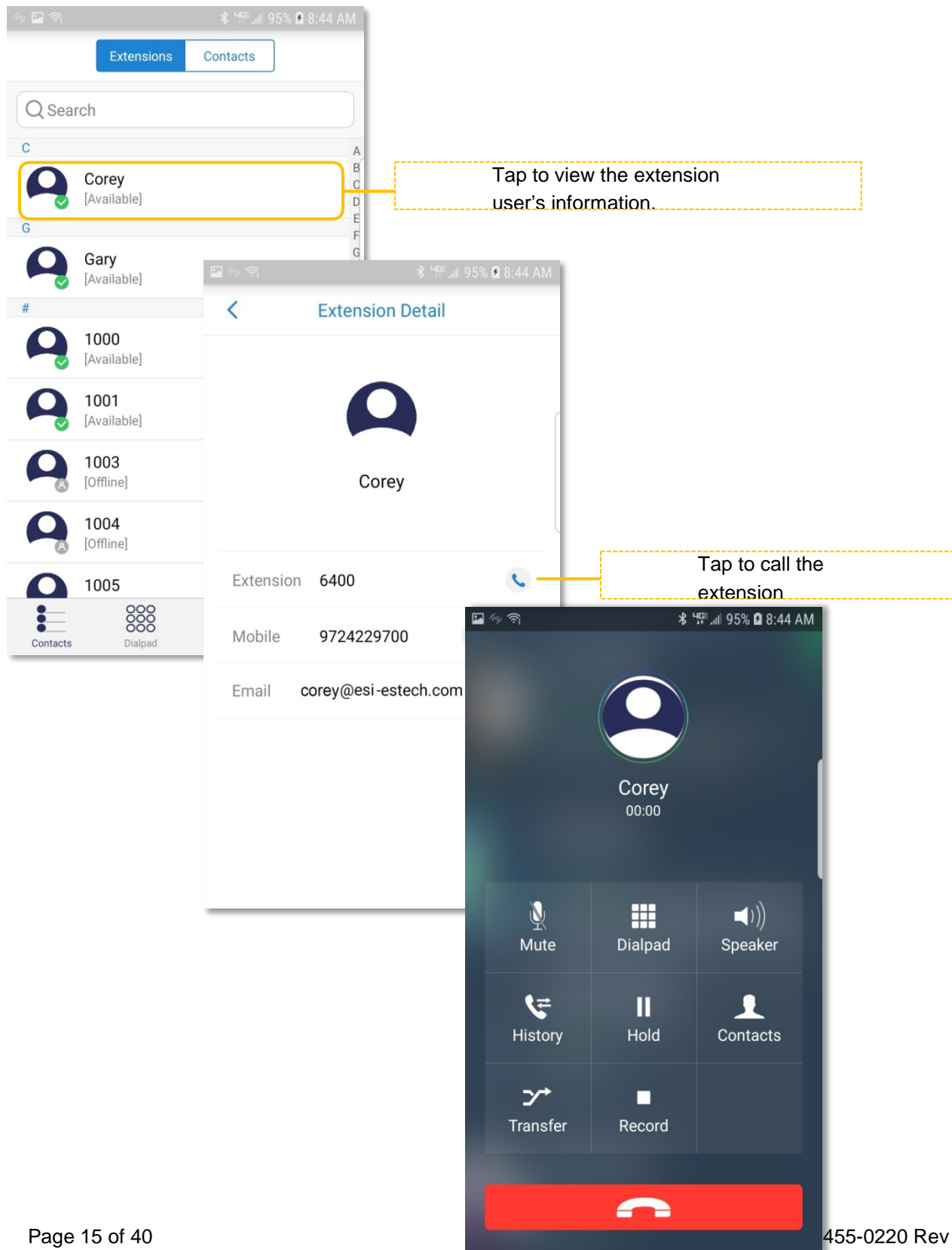
CallKit Integration (for iOS 10)

- Prior to CallKit, incoming calls on eMobile come through only as simple banner notification. With CallKit, incoming eMobile calls will show up just like regular calls.



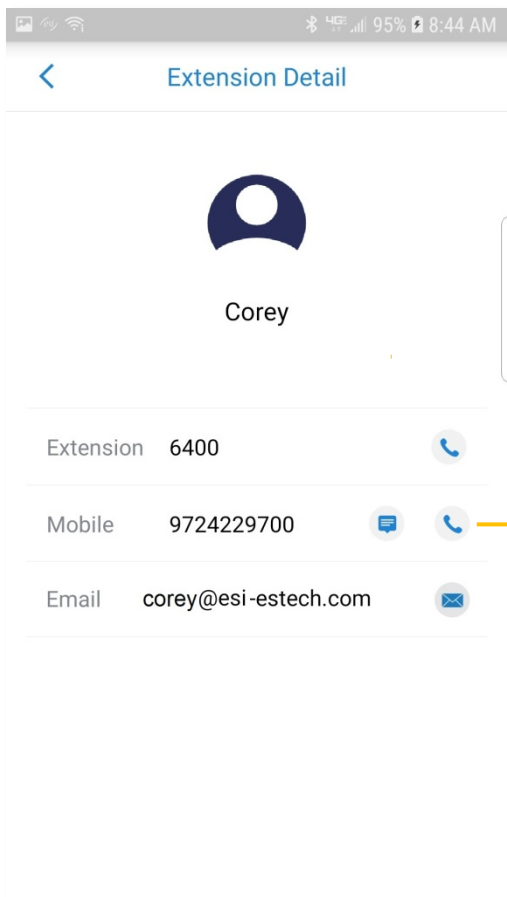
Making a Call from Extension List

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

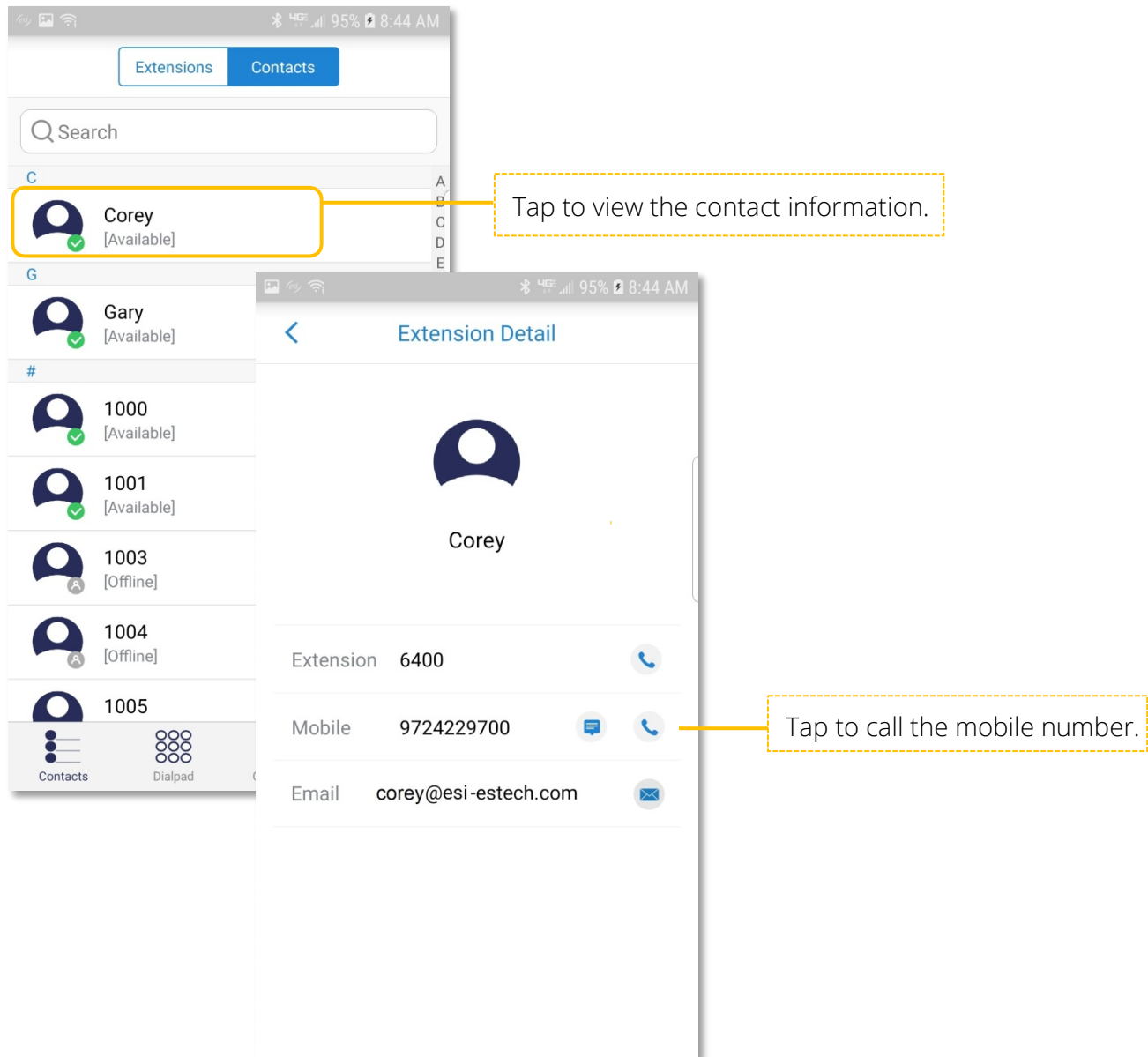
Users can also call a person's mobile phone on eMobile. The bill is charged to the ESI eSIP Evolution Series Server. The number you want to call should match outbound routes or the call will fail.






Tap to call the mobile number.

Making a Call from Contacts

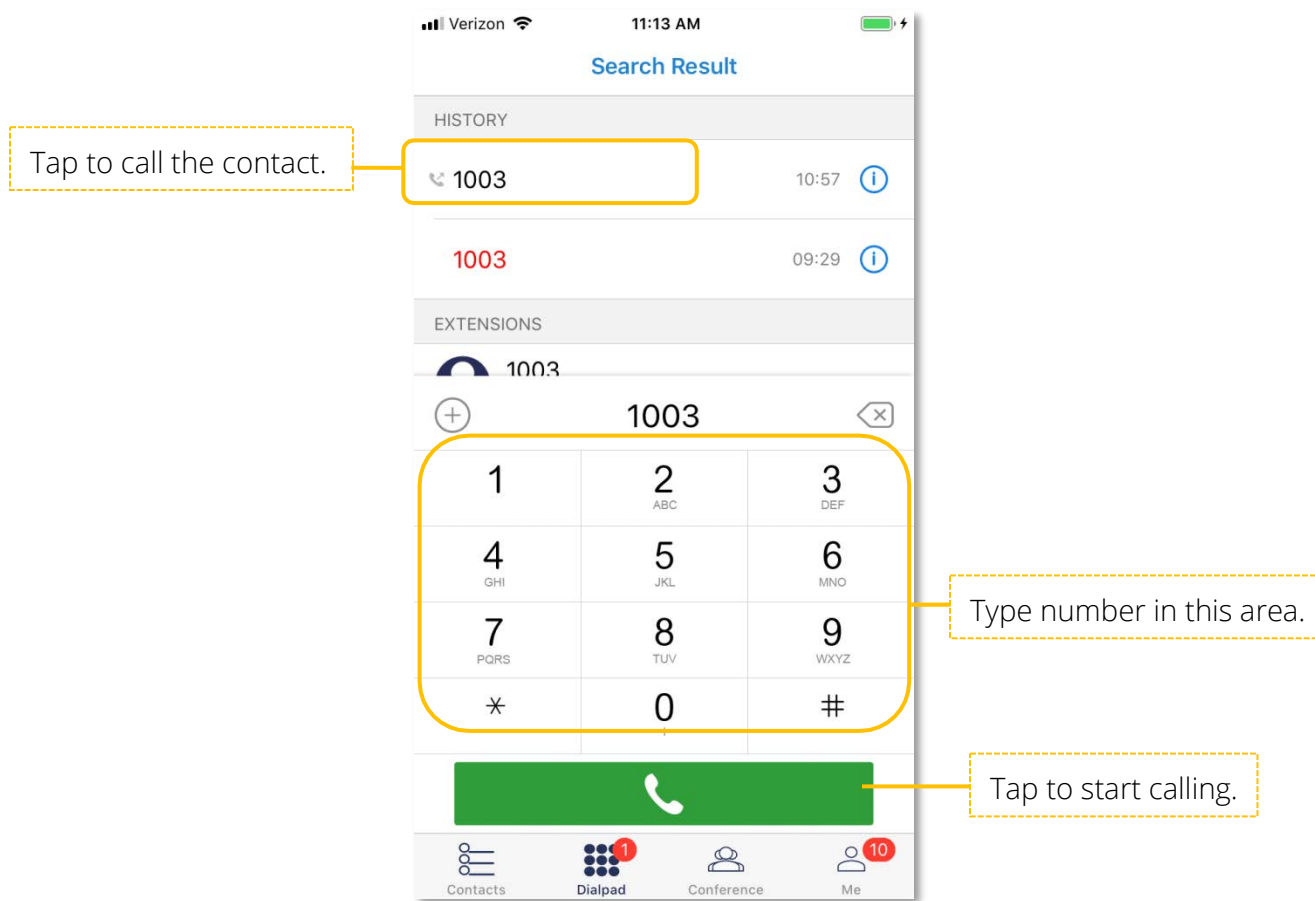
Access eMobile **Contacts** by tapping the  icon at the bottom of the screen. The contacts are continually synchronized with your PBX contacts.



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.

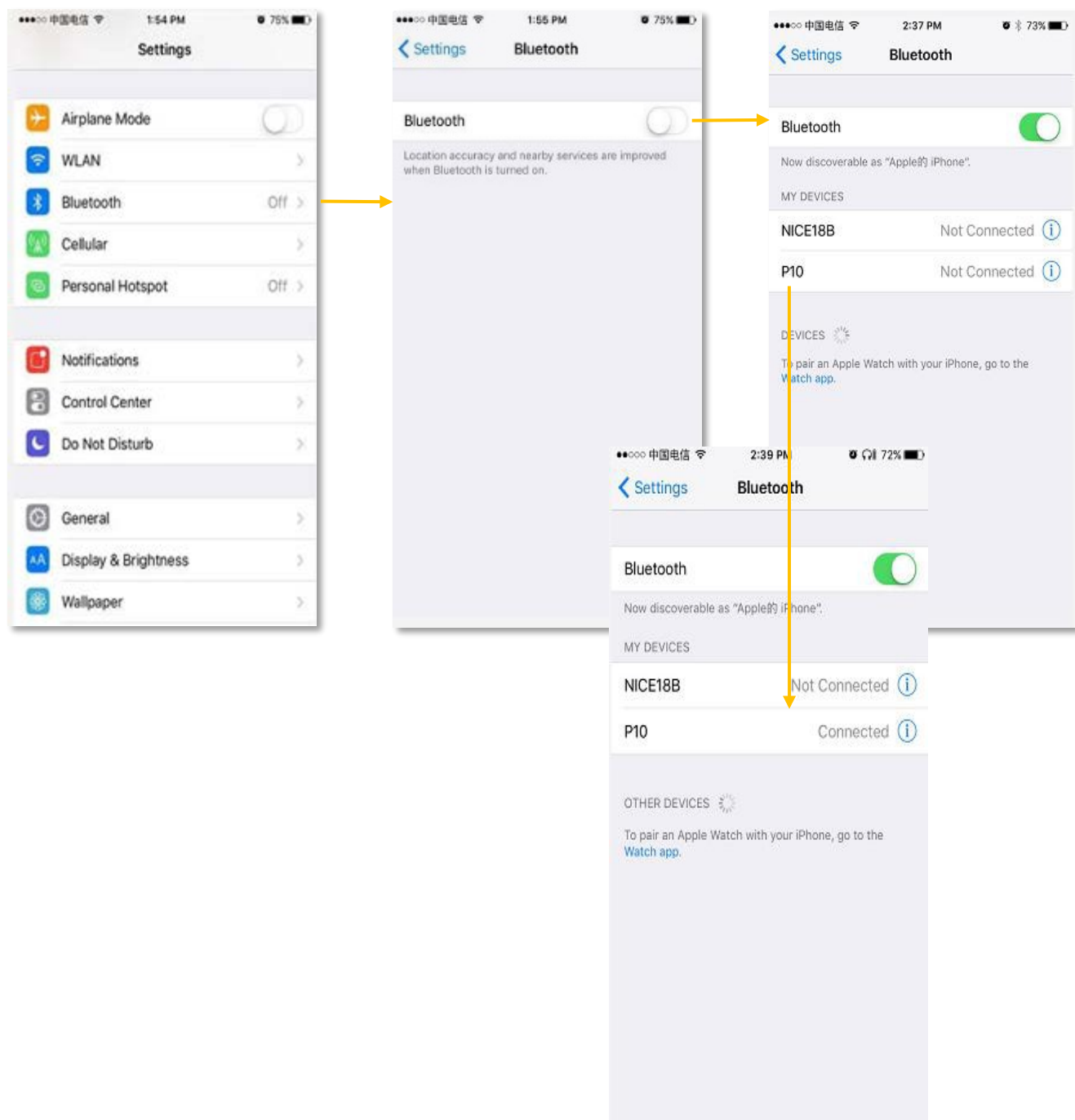



Receiving a Call using Bluetooth

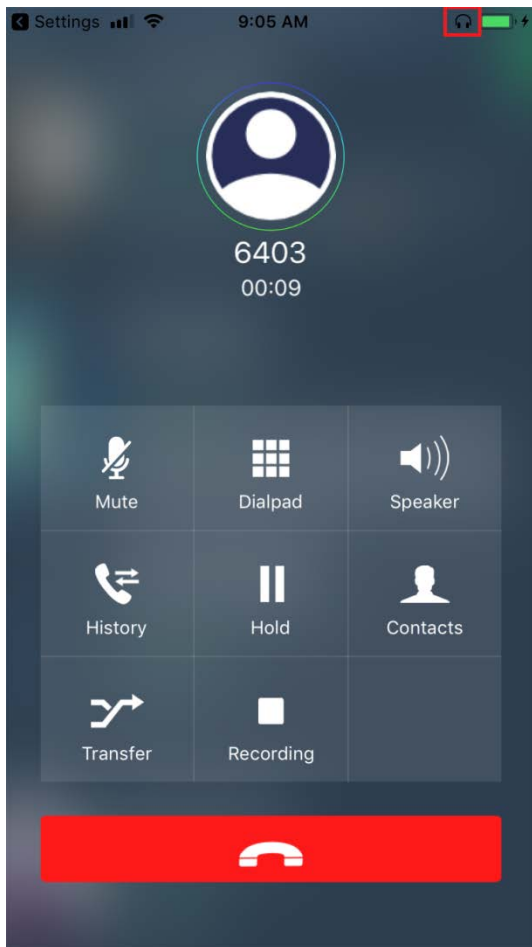
eMobile supports receiving calls using Bluetooth.

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.

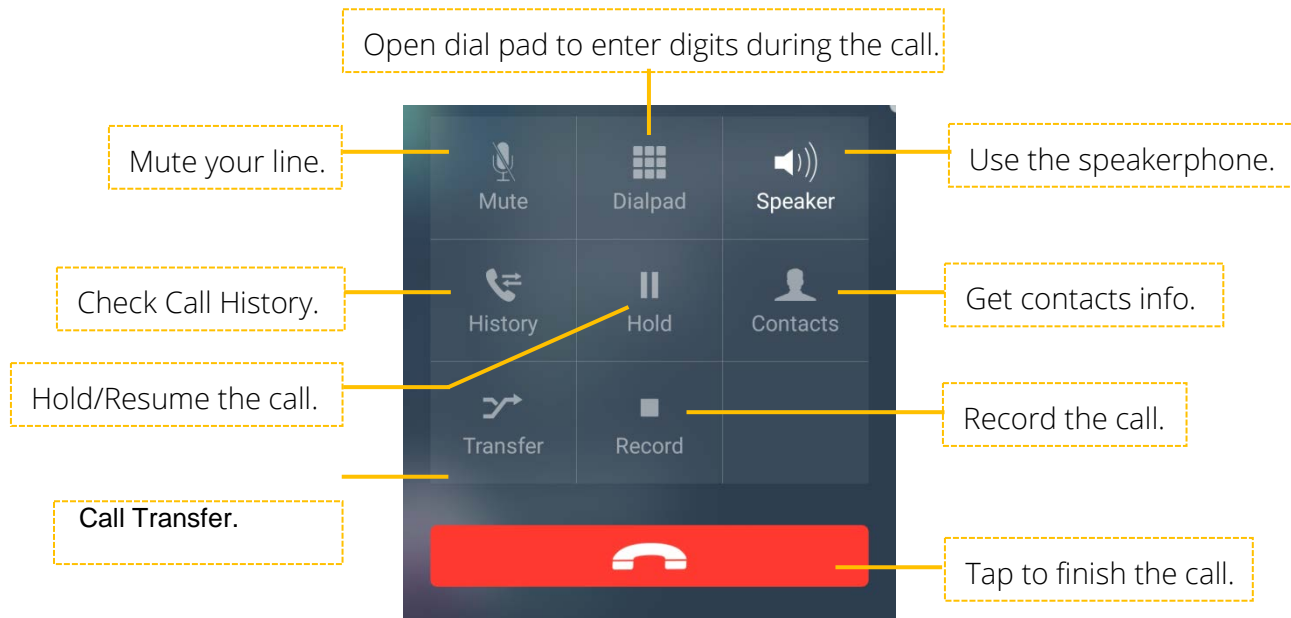


Step 3: When there is an incoming call the User can push the button on the Bluetooth headset to receive the call. If the iPhone screen shows this headset icon  , it means the call is received successfully using Bluetooth.




Handling an Established Call



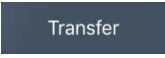
When you are on a call, the screen shows several call options.

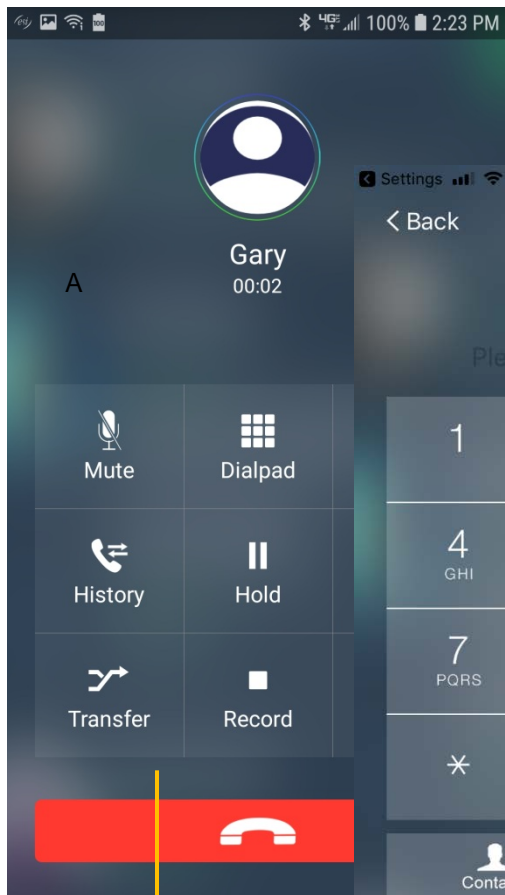


Attended Call Transfer

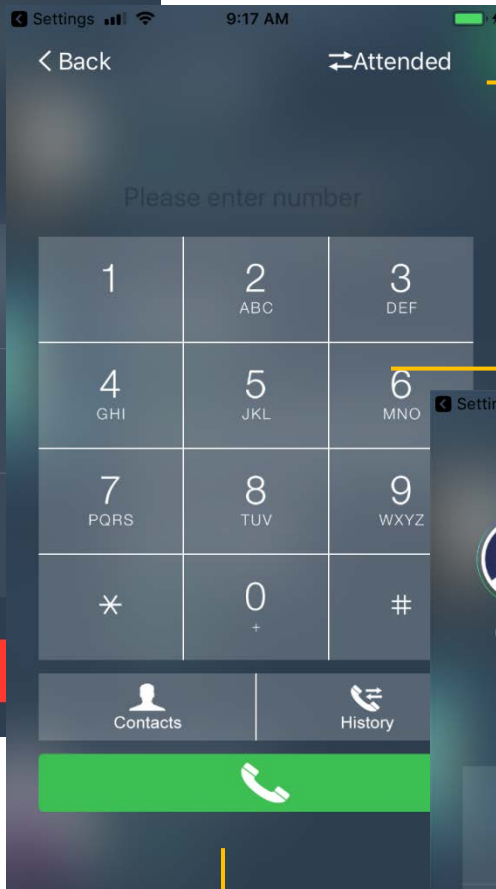
Tap the  icon during the call and you can make an attended transfer. It dials a number and you can talk to the person who has picked up the call before transferring the caller over to him/her.

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

1. Tap the  icon and the screen will be switched to the Transfer Screen.
2. Switch the transfer type to "Attended".
3. Input User C's number on the screen then tap  to call User C.
4. User B talks to User C and the call between A and B is put on hold.
5. User B taps  to finish the call between B and C.
6. The call between A and C is established once B ends the call.



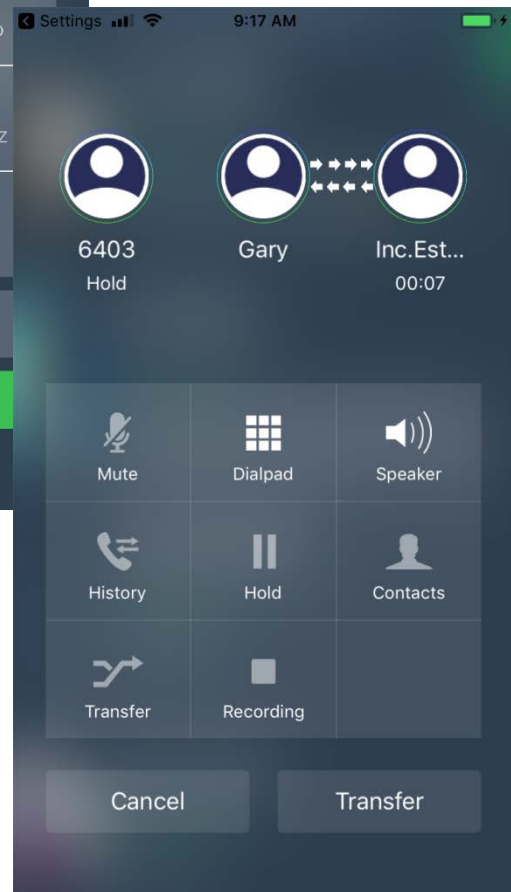
1. Tap to transfer the



4. Tap to call the input number.

2. Tap to Choose

3. Type the number you want to transfer.




5. Tap to finish the transfer.

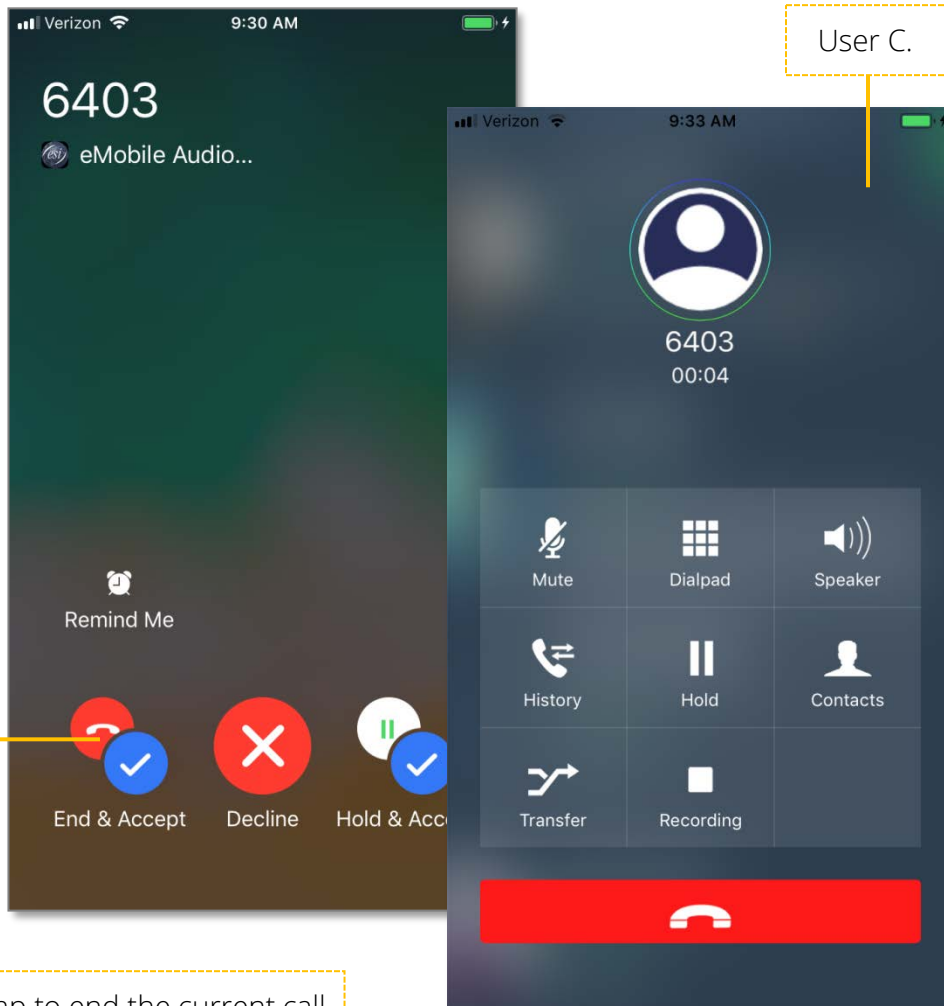
Tap to cancel transfer and back to the former call.


Call Waiting

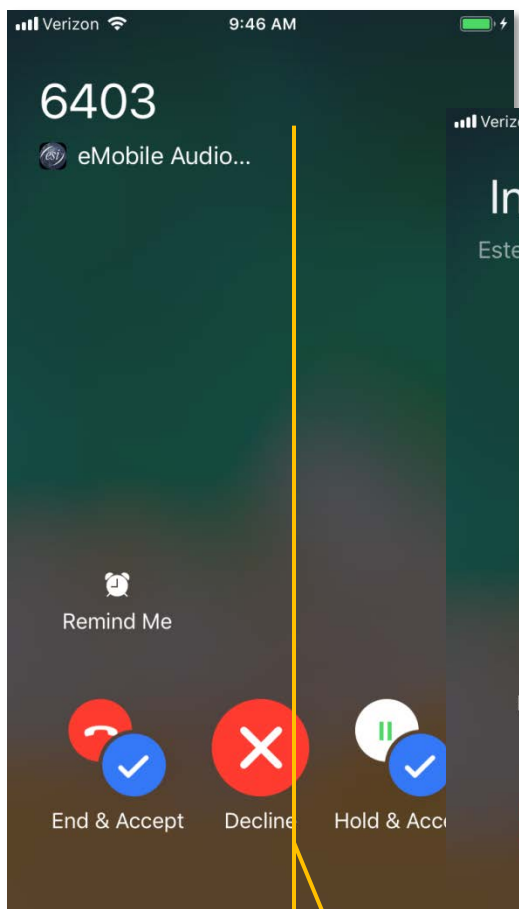
Call Waiting is a feature that allows you to receive a call while you are already on the line with someone else.

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.



Tap  icon and then User C will be disconnected. User A and User B will continue to talk.




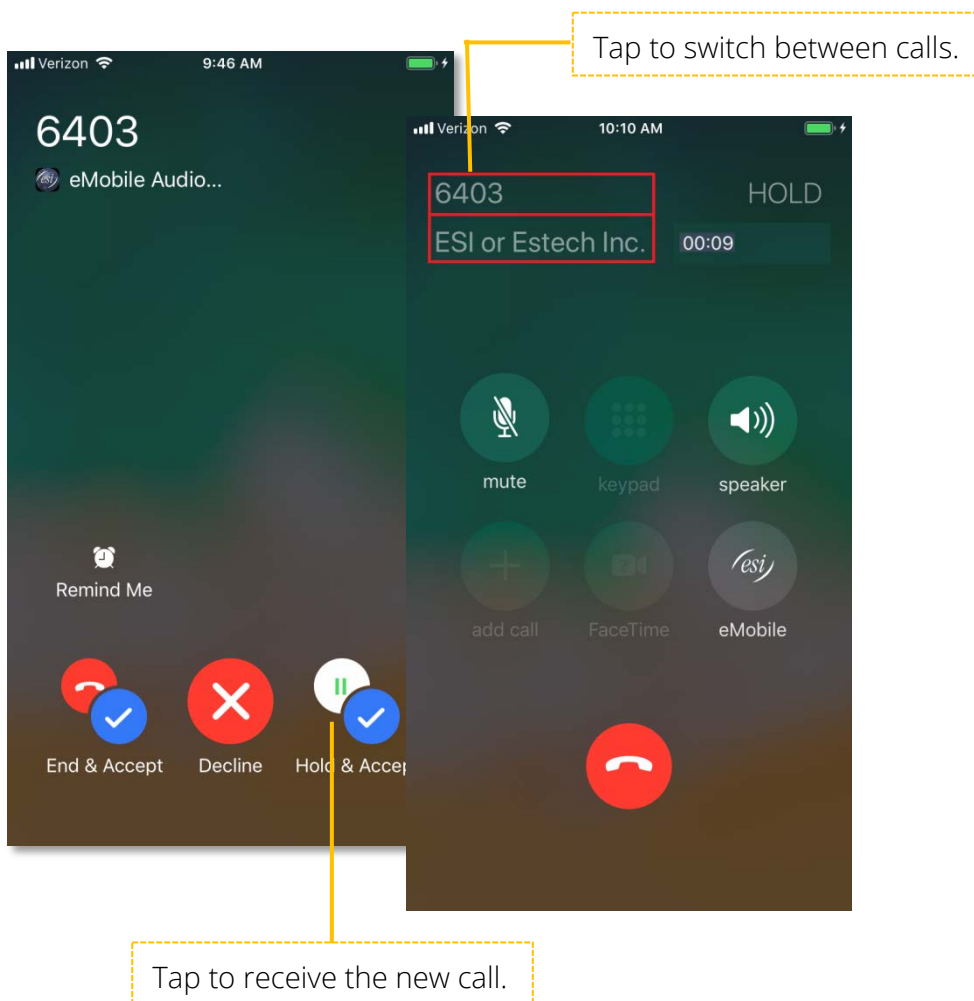
After you decline incoming call you will continue talking with User B.




Incoming call from User C.

Tap to decline incoming call from User C and continue call with User B.



Tap  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 the call.

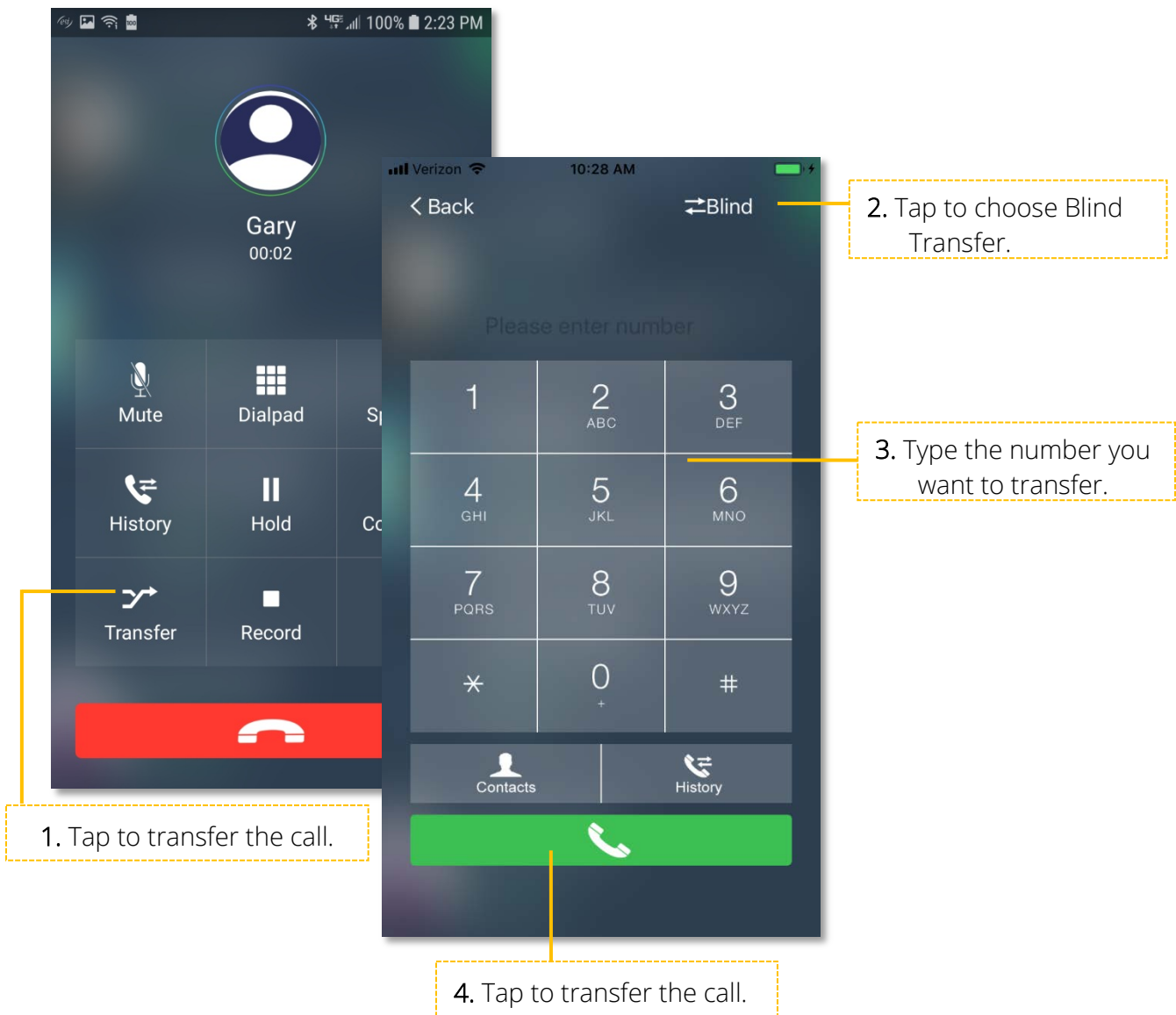


Blind Transfer

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 the User C.

1. Tap the  icon 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.

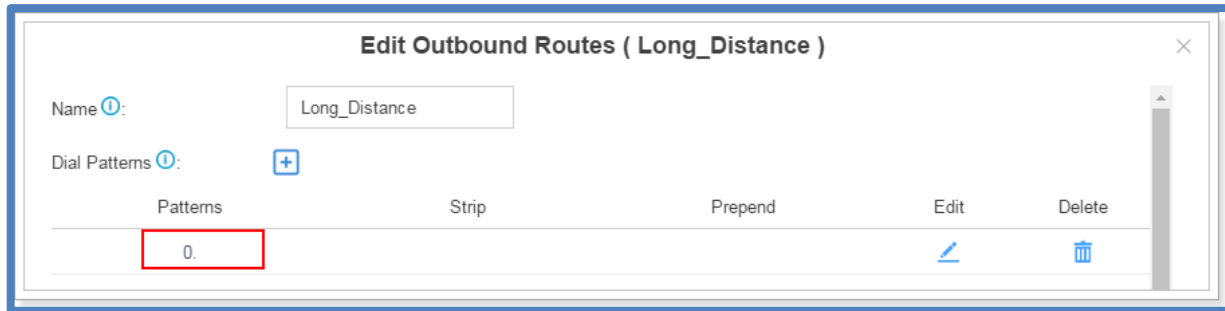




Number Rewriting

Number rewriting is a feature that allows you to manipulate the numbers dialed from eMobile. With the Number Rewriting feature, you can utilize your eSIP Server contacts or call history numbers without having to add new entries.

Step 1. Create an outbound route for adding prefix digits.

For example, we need to add the digit 0 before the long-distance mobile phone numbers, so we need to create an outbound route and set the patterns as “0.” (do not forget the dot).




Patterns	Strip	Prepend	Edit	Delete
0.				

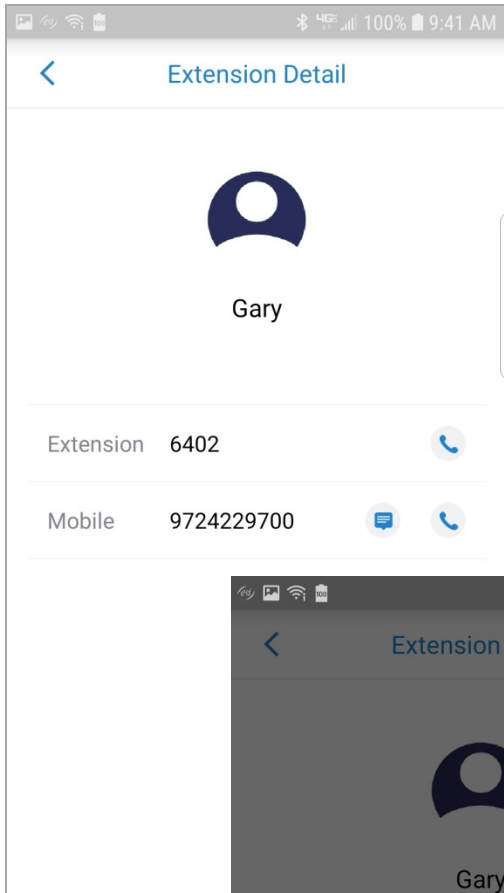
Step 2. Choose the outbound route on eMobile to call out.

The system will automatically add prefix 0 and match an available outbound route to call out.

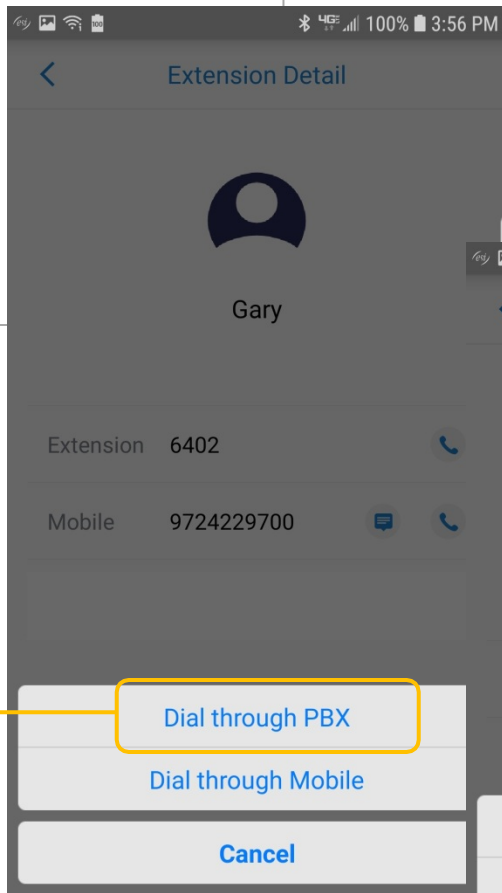
Call from Contact Numbers

From your iPhone, perform a long press on the  icon and choose Dial Through PBX. Choose the outbound route with the appropriate prefix created in Step 1. The eSIP Server will add the prefix 0 automatically and call out.

(See next page for sample screen captures)

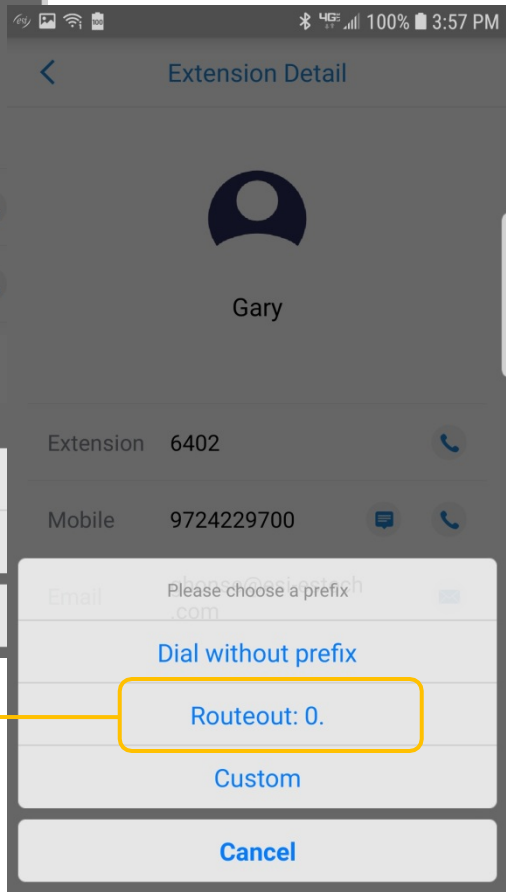


Long press the icon.



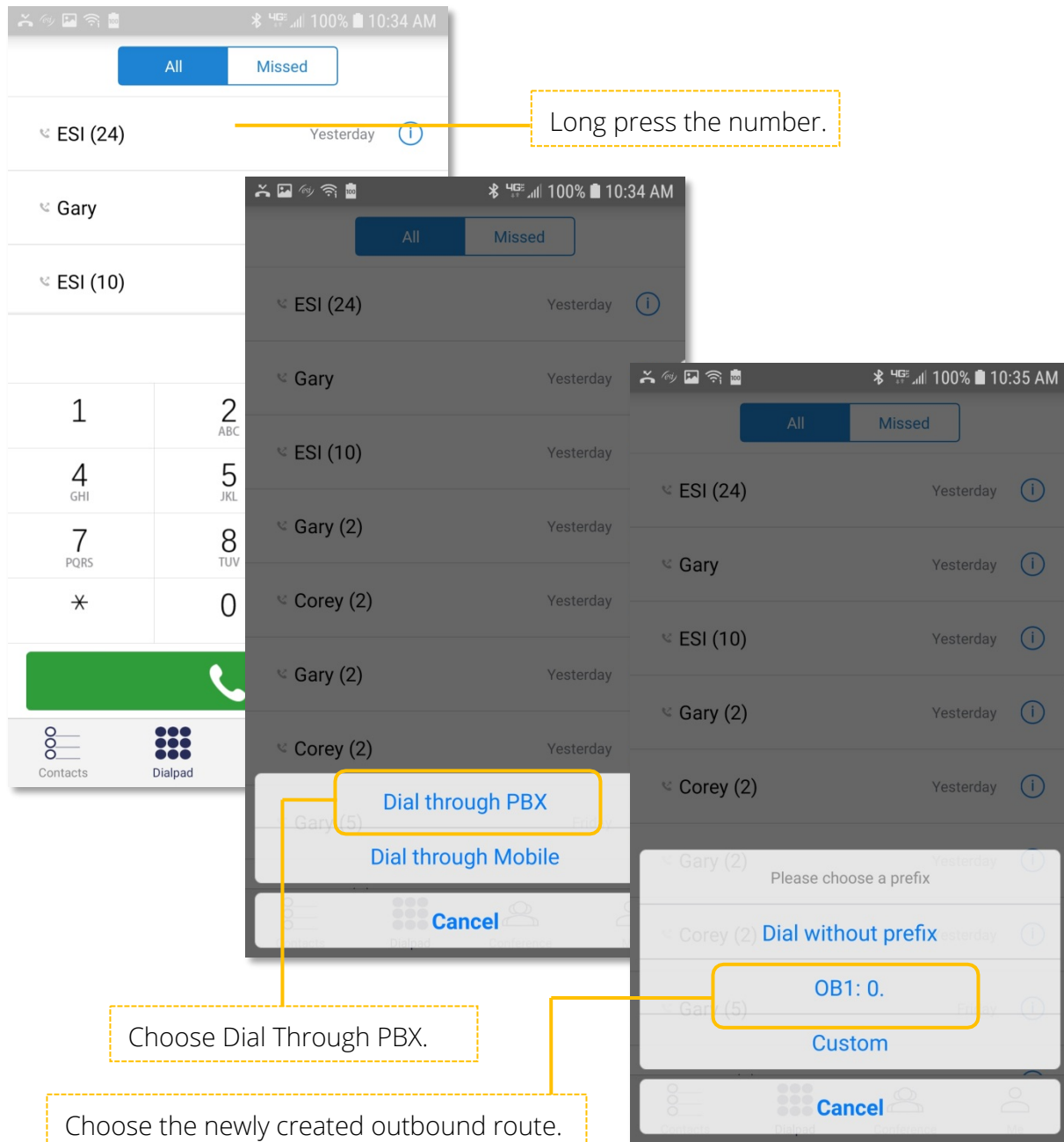
Choose Dial through PBX.

Choose the newly created outbound route





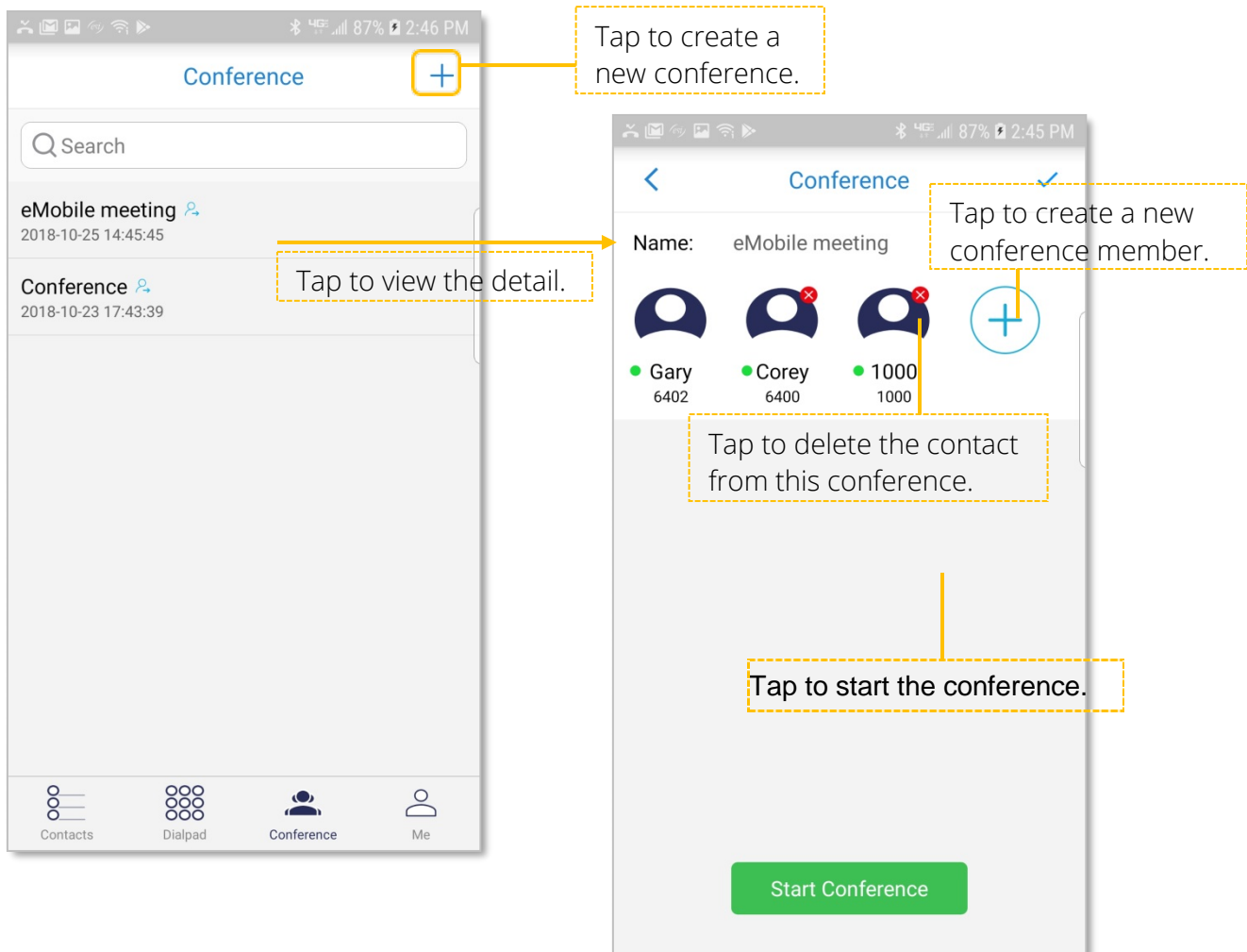
Call from Call History Numbers

Perform a long press on the number in Call History that you want to dial. Choose Dial Through PBX. Choose the outbound route with the appropriate prefix created in Step 1. The system will add the prefix 0 automatically and call out.





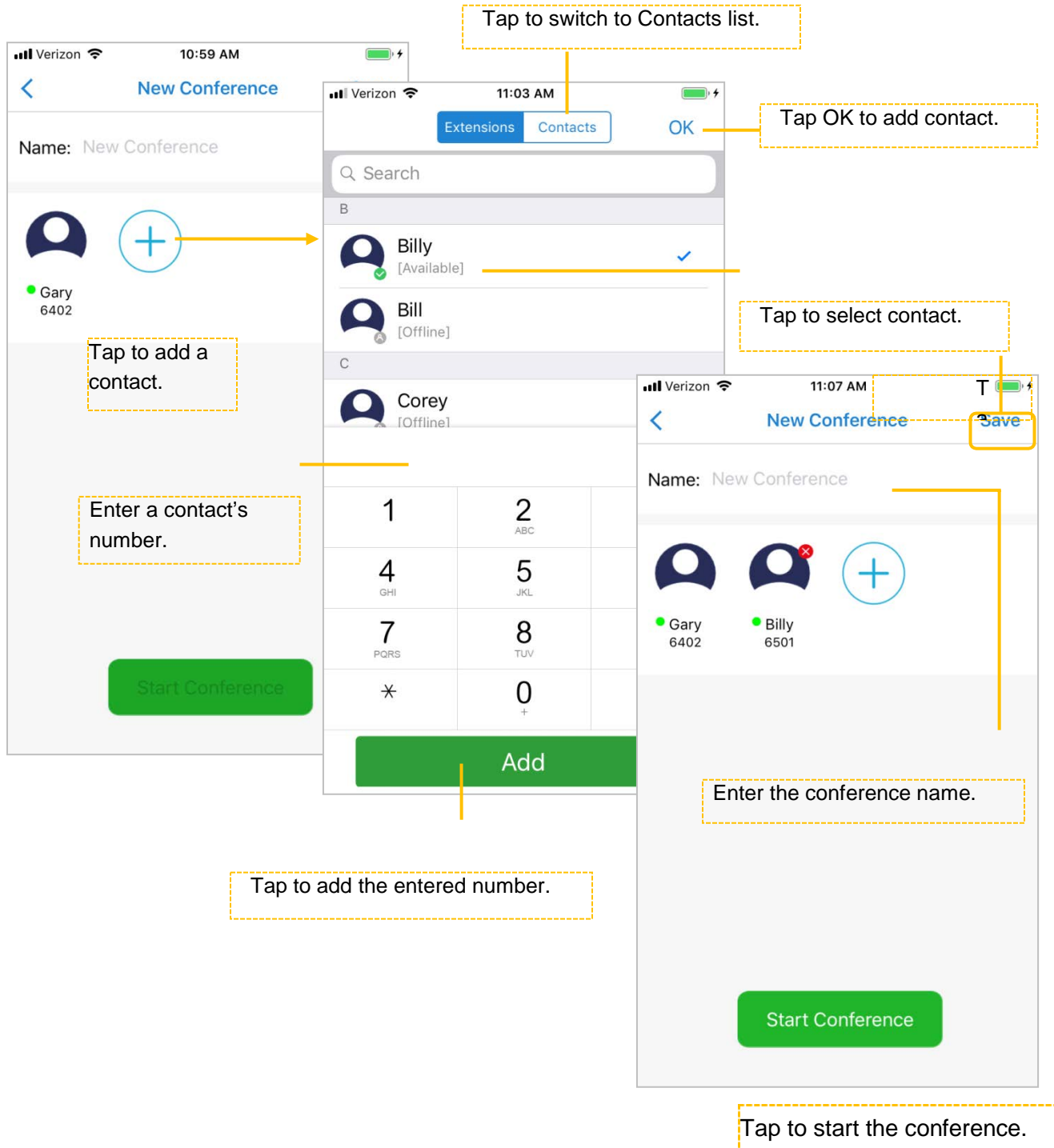
Conference

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

Tap the  and  icons to add a new conference.






During a Conference

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

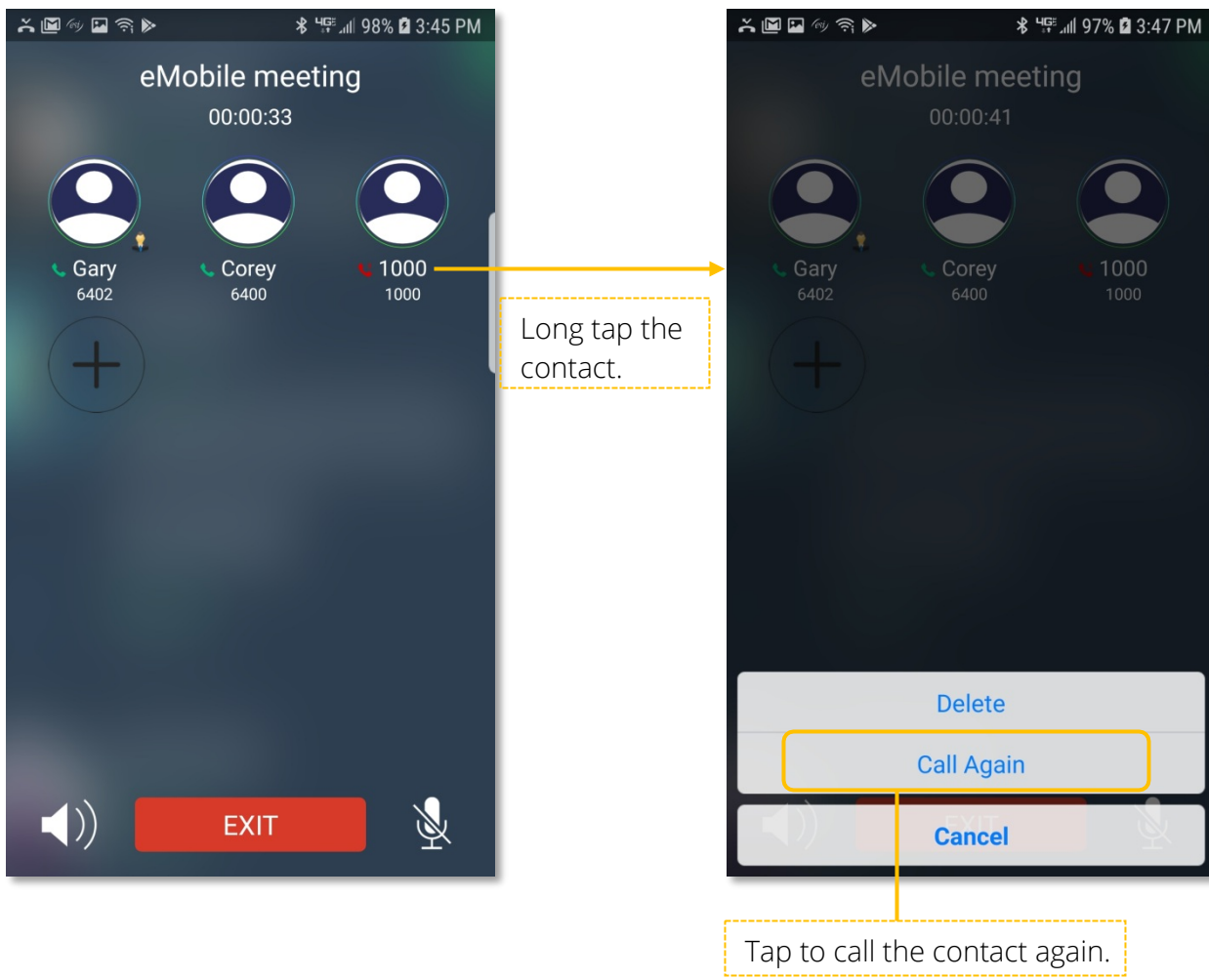
- Re-invite contact to the conference
- Mute/unmute the conference members
- Delete the conference members
- End the conference

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.

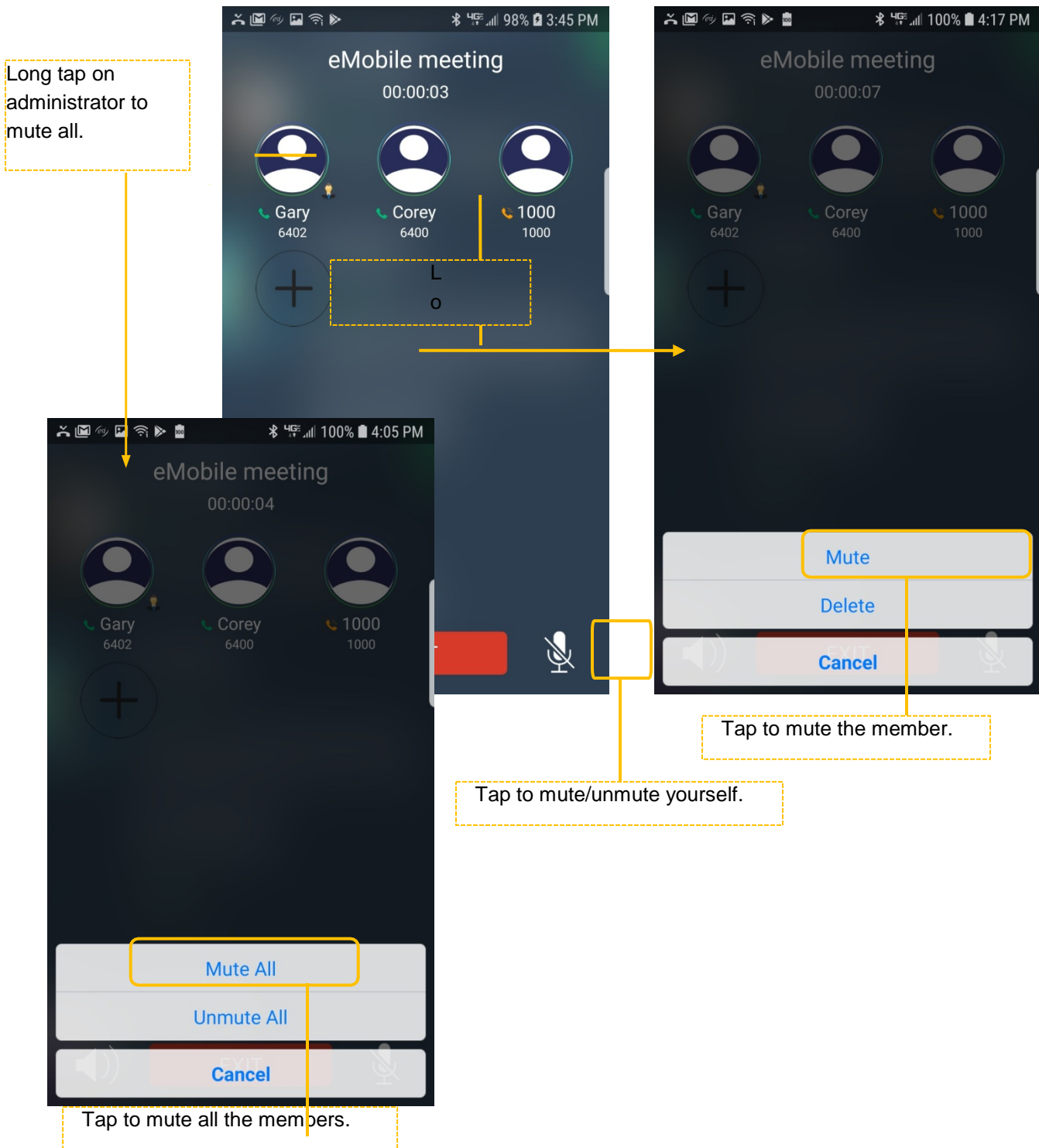
Re-inviting a Contact

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

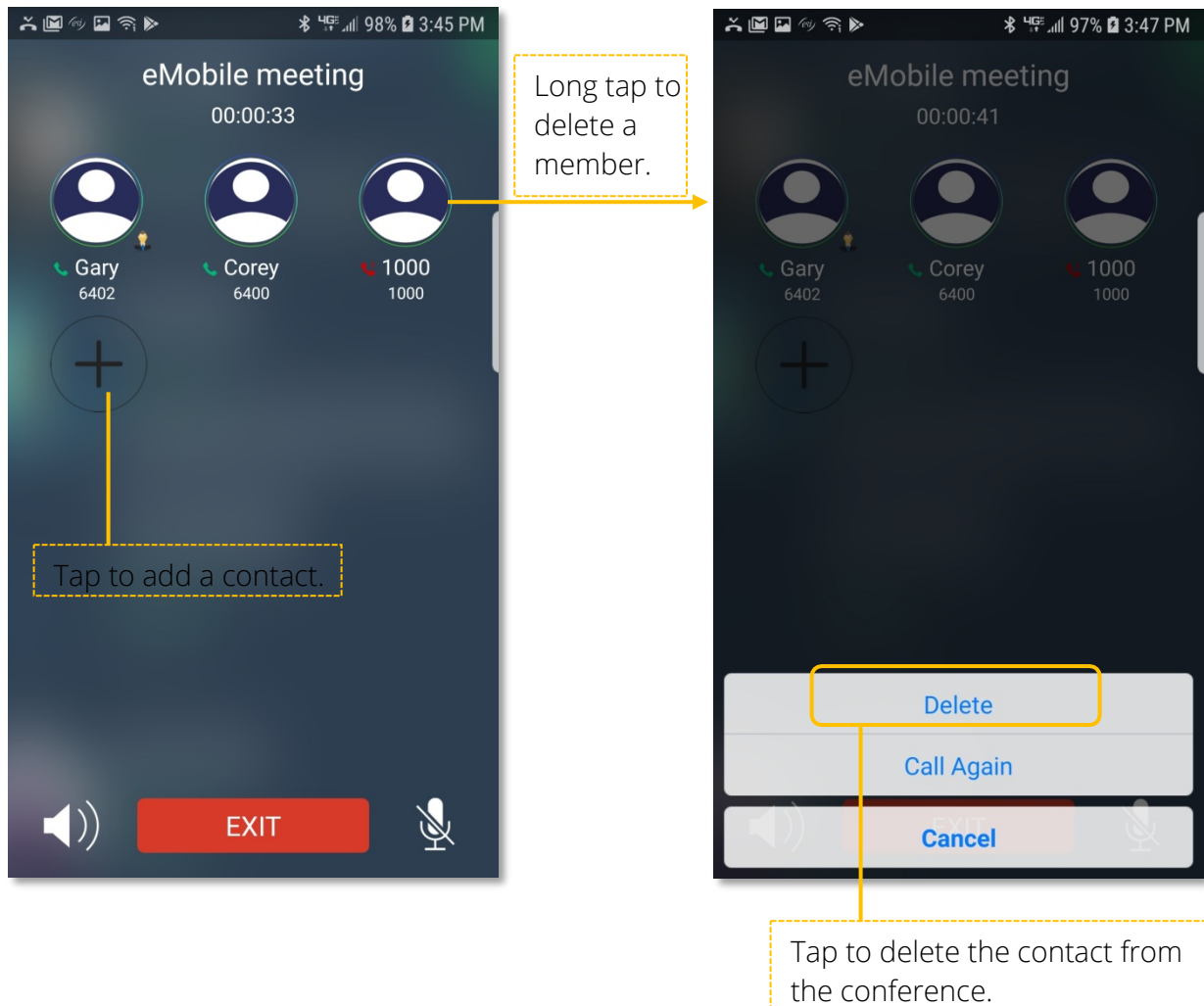


Mute/Unmute Contacts

The conference administrator can mute or unmute the conference members.

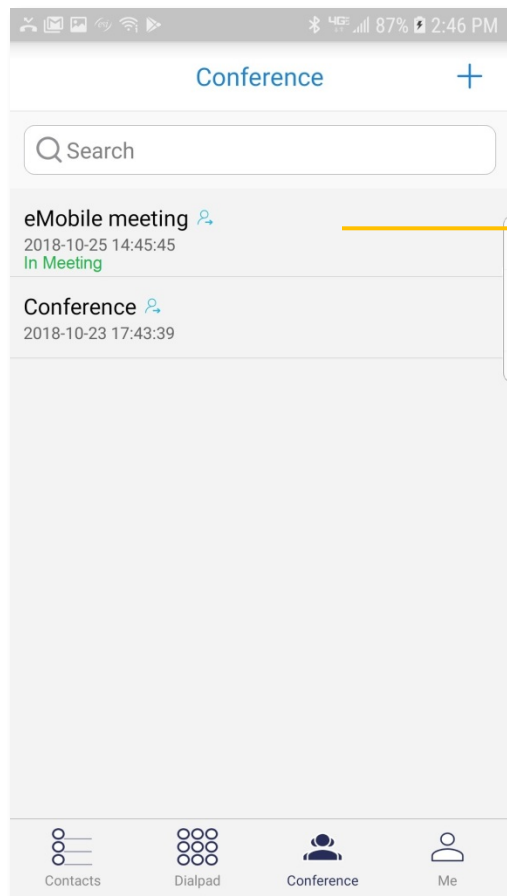


Adding/Deleting a Contact



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.

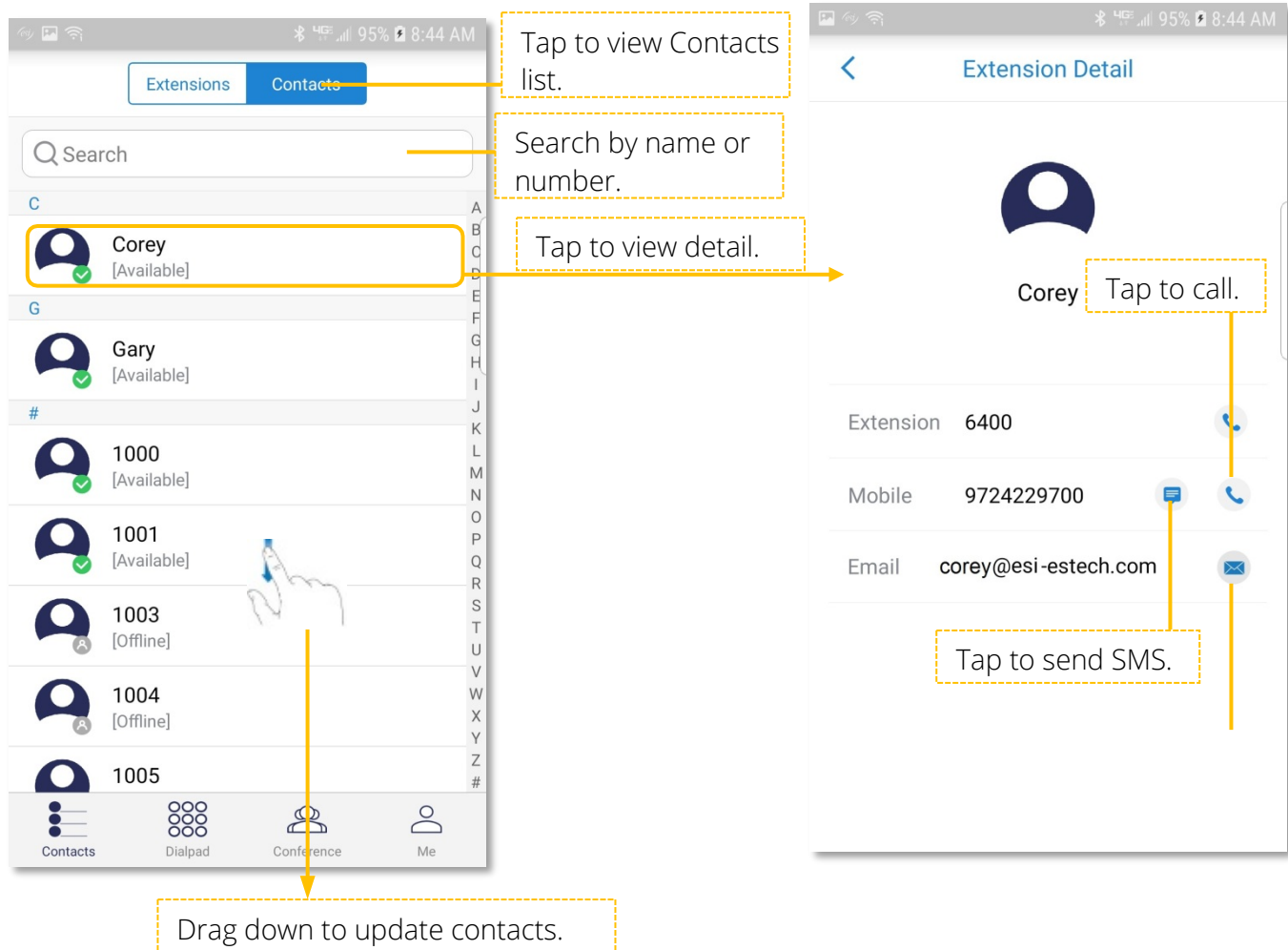


Tap to join the on-going conference.

Contacts

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

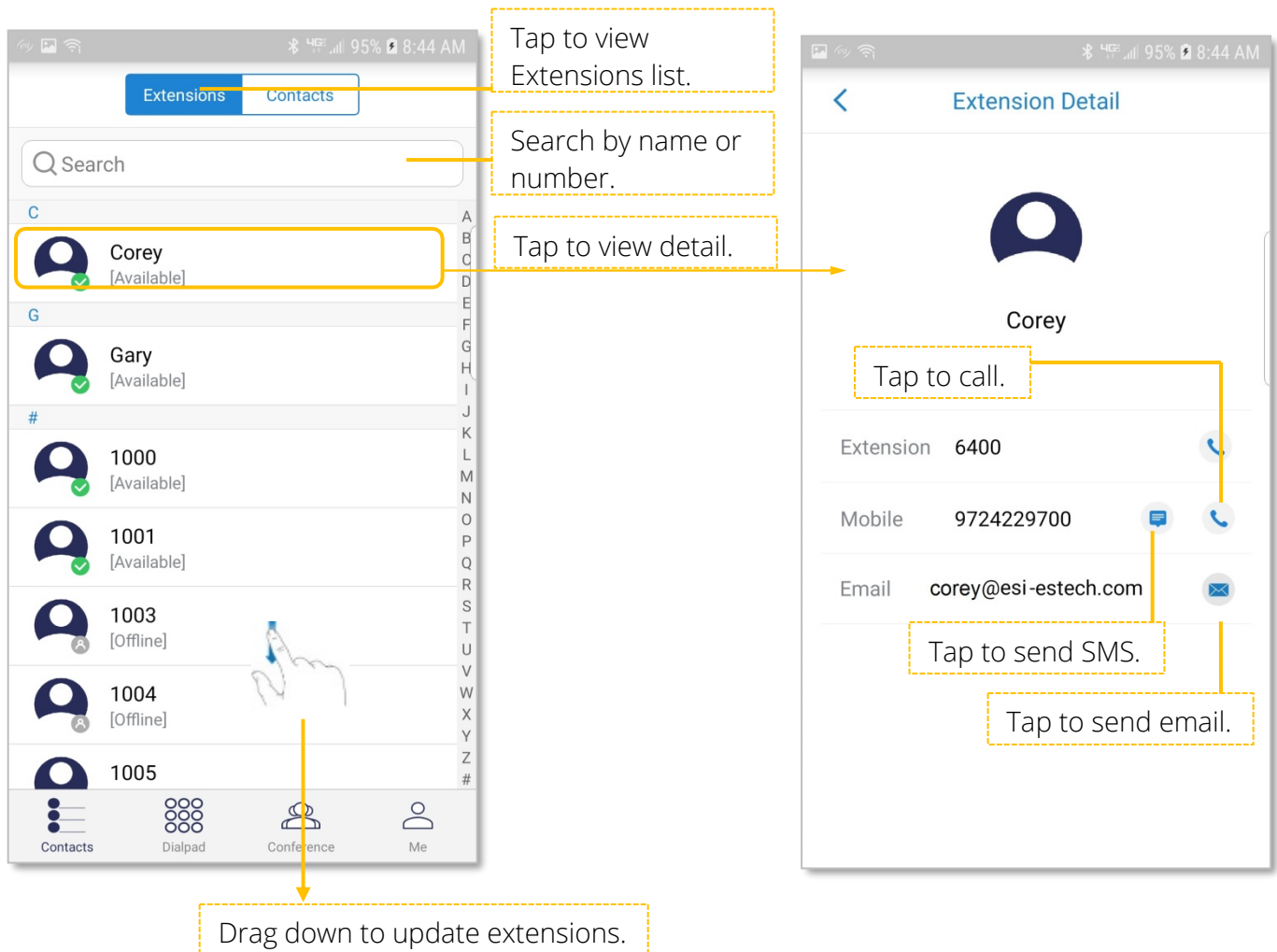
- **Extensions:** all the ESI eSIP Evolution Series extensions are displayed on the Extensions page.
- **Contacts:** Contacts on eMobile are continually synchronized with your eSIP Server contacts.





Extensions

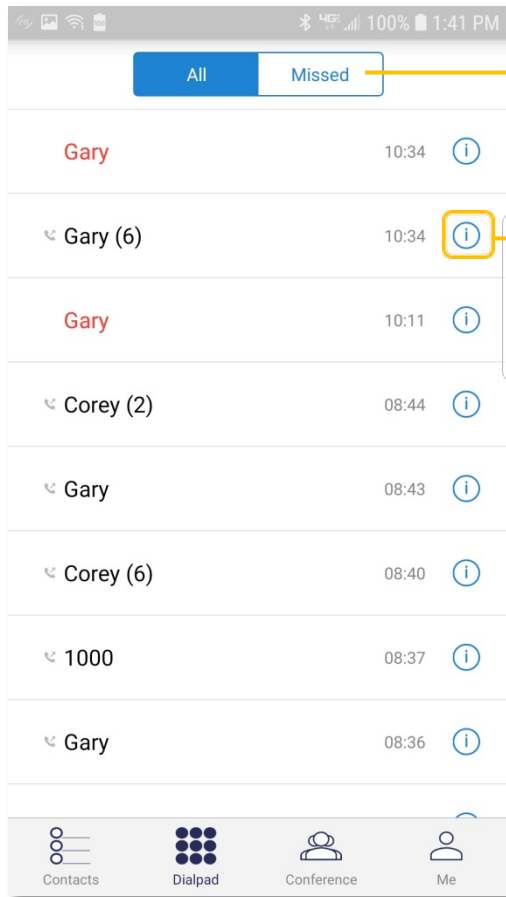
Extension Status

- 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.



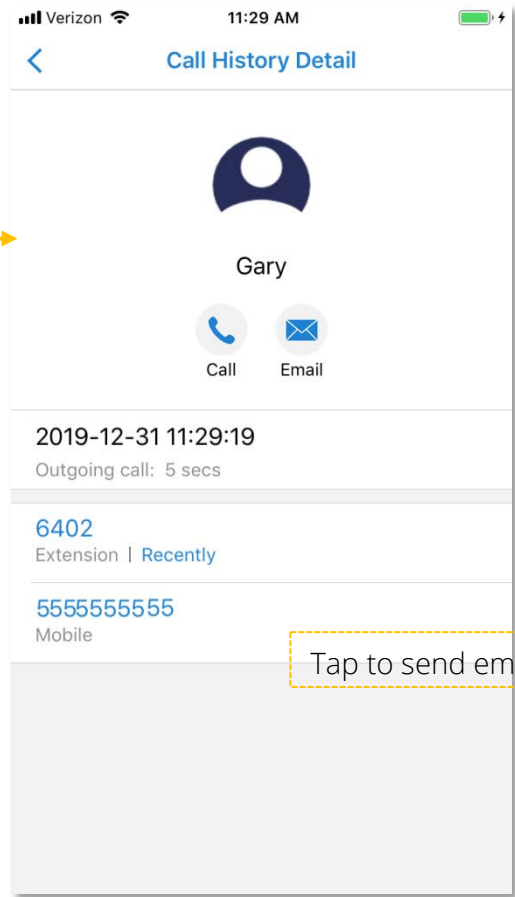
Call History

Tap the  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 and then you can check all the call history.



Tap to check all missed calls.

Tap to view call detail.



Tap to send email.


Creating a Contact from History



You can create a contact from a history item.

Tap for Contact History Detail

Tap to add/create

Voice Mail & Recordings

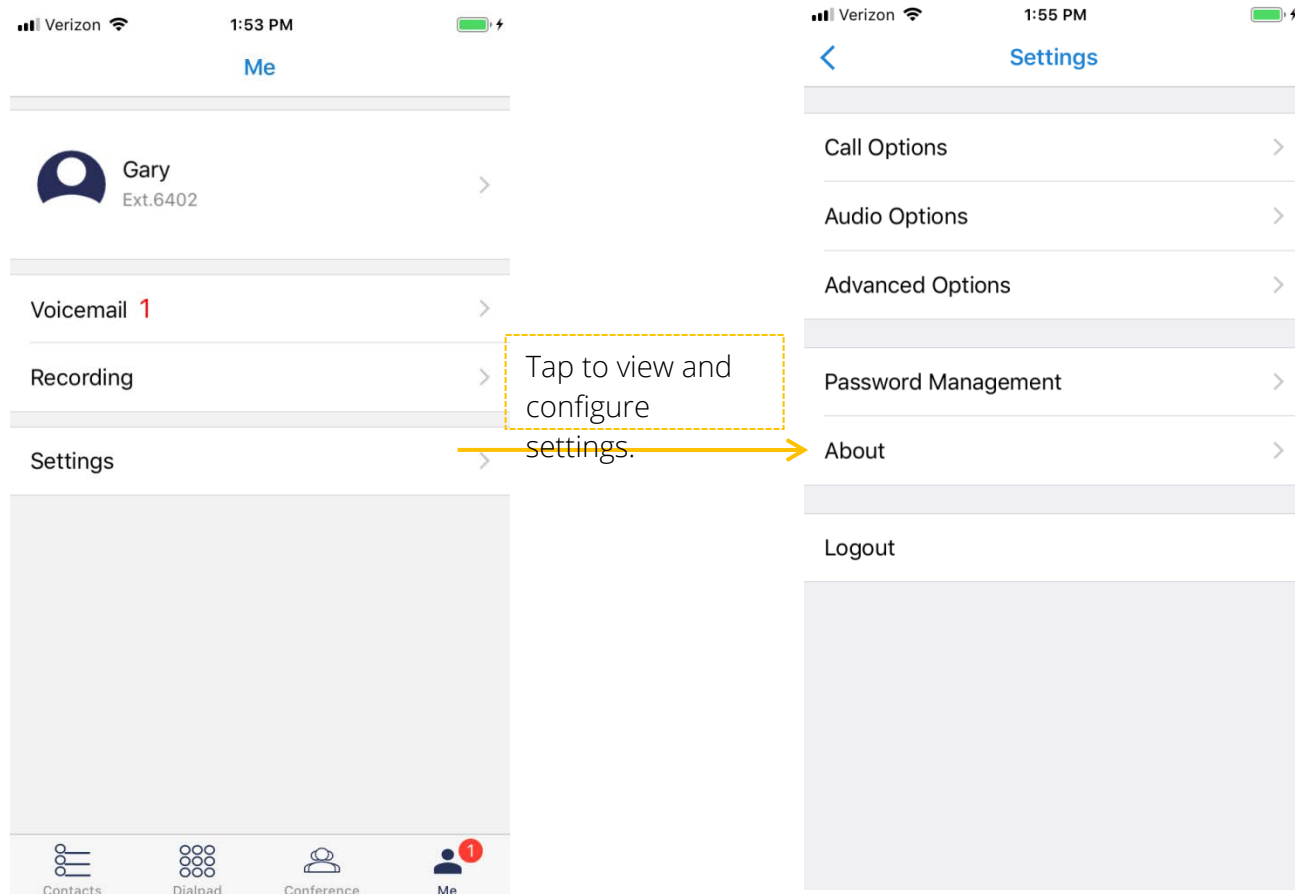
eMobile users can check their voicemail files and recording files on the eMobile client. Tap the  icon at the bottom of the screen. Then tap **Recording** to check the recording files and tap **Voicemail** to check the voicemail files.

- Click  to download the recording/voicemail file.
- 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.



Call Options

1. Ring Strategy

Set the ring strategy for your office phone (where your extension is registered) 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.

2. 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, 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.

3. Ring Timeout

Set the ring timeout in seconds. The phone will stop ringing after the time defined.

4. 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. Option C is enabled by default.

5. DND

If DND is enabled, the user will not receive any calls.

Audio Options

1. Echo Cancellation

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

2. Dial Pad Tones

Enable or disable dial pad tones.

Advanced Options

1. Clear Cache

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

2. Outbound Prefix

Create dialing prefix for outbound routing.

3. 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:

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