

User Manual of ESI-Go

- **Description**

ESi-Go has been focused on Telecommunication Solutions in Asia-Pacific since early 90s. We are committed to empower communication environment, deliver high quality services and reliable system for customers. With our help, users from all over the world can connect their Zoom to local PSTN without owning any kinds of hardware easily. The services cover but are not limited to local PSTN calling, call accounting, call monitoring and one-touch user migration.

- **Adding ESI-Go to your domain**

- *The ESI-Go App can be added to your domain in the following ways*

- 'From Marketplace' Method

- Log in to the Zoom portal using your admin account. Search for 'ESI' under the tab of 'Phone System-Provider Exchange'. Click on the 'Connect' button and you will be redirected to the portal of ESI-Go.

The screenshot shows the Zoom Admin Portal interface. The top navigation bar includes 'zoom' logo, 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', 'RESOURCES', 'SCHEDULE', 'JOIN', 'HOST', 'WHITEBOARD', and 'SUPPORT'. The left sidebar contains 'PERSONAL' (Profile, Meetings, Webinars, Phone, Personal Contacts, Whiteboards, Recordings, Settings, Analytics & Reports) and 'ADMIN' (Dashboard, User Management, Device Management, Room Management, Phone System Management, Users & Rooms, Auto Receptionists, Call Queues, Shared Lines, Group Call Pickup, Phone Numbers, Provider Exchange, Phones & Devices). The main content area is titled 'Provider Exchange' and shows a search for 'ESI' under the 'Hong Kong SAR' region. The search results table has columns: Served Country/Region, Provider Name, Supported Services, Connection Type, Status, and Active Date. A 'Connect' button is visible next to the 'ESI' provider entry. The page size is set to 15, and there is 1 total result.

- Click on the button of 'Login with Zoom', enter the credential for Zoom and authorize the admin rights for ESI-Go portal.



ESi-Go hosted PSTN services for UC

Login with zoom



You are about to add ESi-Go BETA

Note

- This app and its use of your data have not been reviewed or evaluated by Zoom. Use the app only for testing or validation purposes; only allow it if you wish the app to have access to the data below.
- App can access and manage this information even when not using the app. [Learn more](#)

App can view information

Associated with your account and others you're allowed to access

⚙ Settings >

👤 Account Information >

👤 Profile & Contact Information >

Associated with your account, others you're allowed to access, and others included in that information.

☰ Product Usage >

App can manage information

By clicking Allow, you give permission to this app to use your information in accordance with their [Terms](#) & [Privacy Policy](#). You can remove this app at any time in [My Apps](#)

Allow Decline

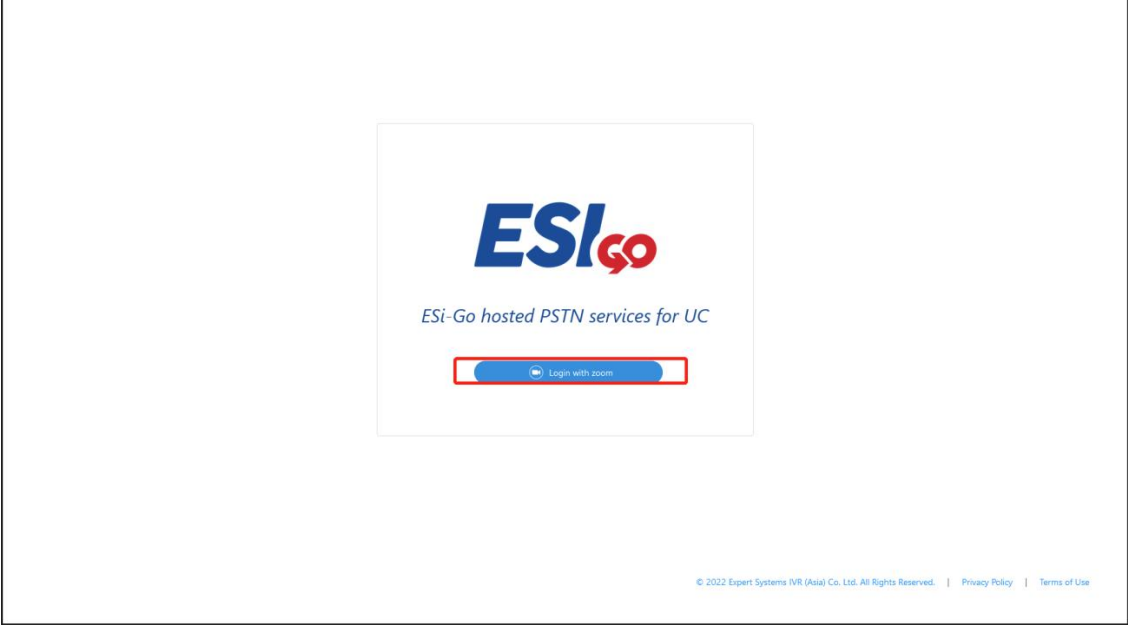
- After the authentication, check under the tab of 'Phone System-Provider Exchange'. You will be connected successfully with ESI-Go.

The screenshot displays the Zoom web interface for 'Provider Exchange'. The top navigation bar includes the Zoom logo, links for SOLUTIONS, PLANS & PRICING, CONTACT SALES, and RESOURCES, along with SCHEDULE, JOIN, HOST, WHITEBOARD, and a NEW badge. The left sidebar lists various management options under PERSONAL and ADMIN categories. The main content area shows a table of providers for 'All Providers' in the 'Hong Kong SAR' region. A search bar contains 'esi'. The table lists one provider, 'ESI', with a green checkmark next to its name, indicating a successful connection. The status 'Connected' is highlighted with a red box. The table also shows supported services as 'Toll Free Toll' and an active date of '--'. Below the table, the page size is set to 15 and the total number of providers is 1.

Served Country/Region	Provider Name	Supported Services	Connection Type	Status	Active Date
Hong Kong SAR	ESI	Toll Free Toll	--	Connected	--

■ Landing Page Method

- You can also add the ESI-Go App by going to zoom.esi-go.com directly. Click on the button of 'Login with Zoom', enter the credential for Zoom and authorize the admin rights for ESI-Go portal.



zoom



You are about to add ESI-Go **BETA**

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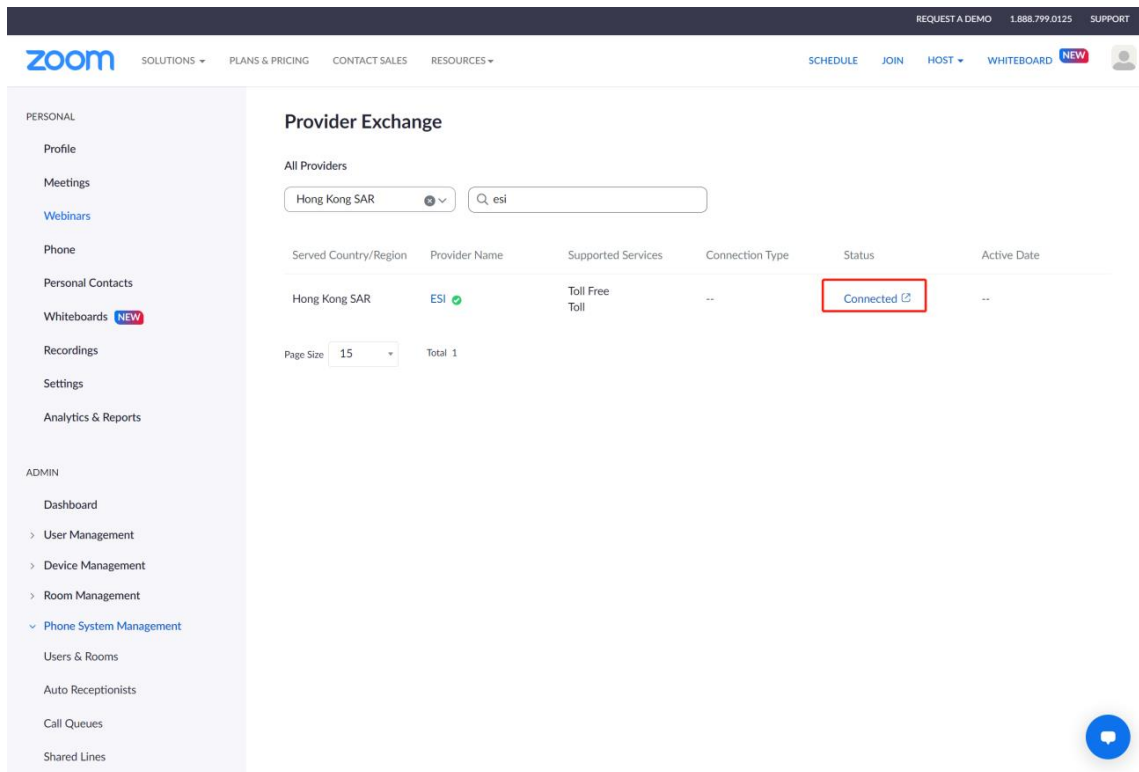
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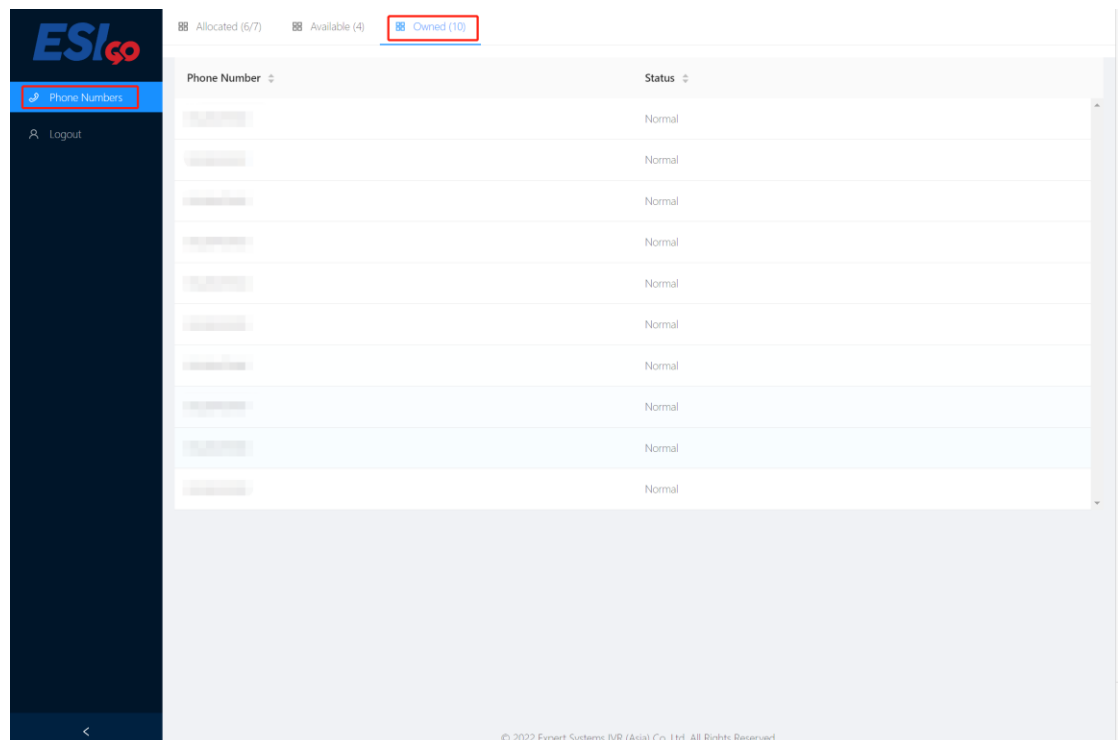
- After the authentication, check under the tab of 'Phone System-Provider Exchange'. You will be connected successfully with ESI-Go.



- **How to use ESI-Go portal**

- *Check the number you own*

Go to the tab of 'Phone Numbers'-'Owned(y)', in which 'y' indicates the amount of numbers you are currently having for your domain. You can see the available numbers for the allocation to Zoom.



○ *Allocate numbers to Zoom*

'To allocate the numbers, select the numbers you want by ticking and click the button of 'Allocate to Zoom', under the tab of 'Phone Numbers'-'Available'.

The screenshot displays the ESI.co web interface for managing phone numbers. The top navigation bar includes the ESI.co logo and three tabs: 'Allocated (6/7)', 'Available (4)', and 'Owned (10)'. The 'Available (4)' tab is selected and highlighted with a red box. Below the tabs, there is a table with two columns: 'Phone Number' and 'Status'. The table contains four rows, each with a checkbox in the 'Phone Number' column and the word 'Normal' in the 'Status' column. A red box highlights the 'Available (4)' tab and the 'Allocate to Zoom' button located at the bottom right of the table area. The 'Allocate to Zoom' button is a blue button with white text. To its left is a 'Clear' button. The footer of the page contains the copyright notice: '© 2022 Expert Systems IVR (Asia) Co. Ltd. All Rights Reserved.'

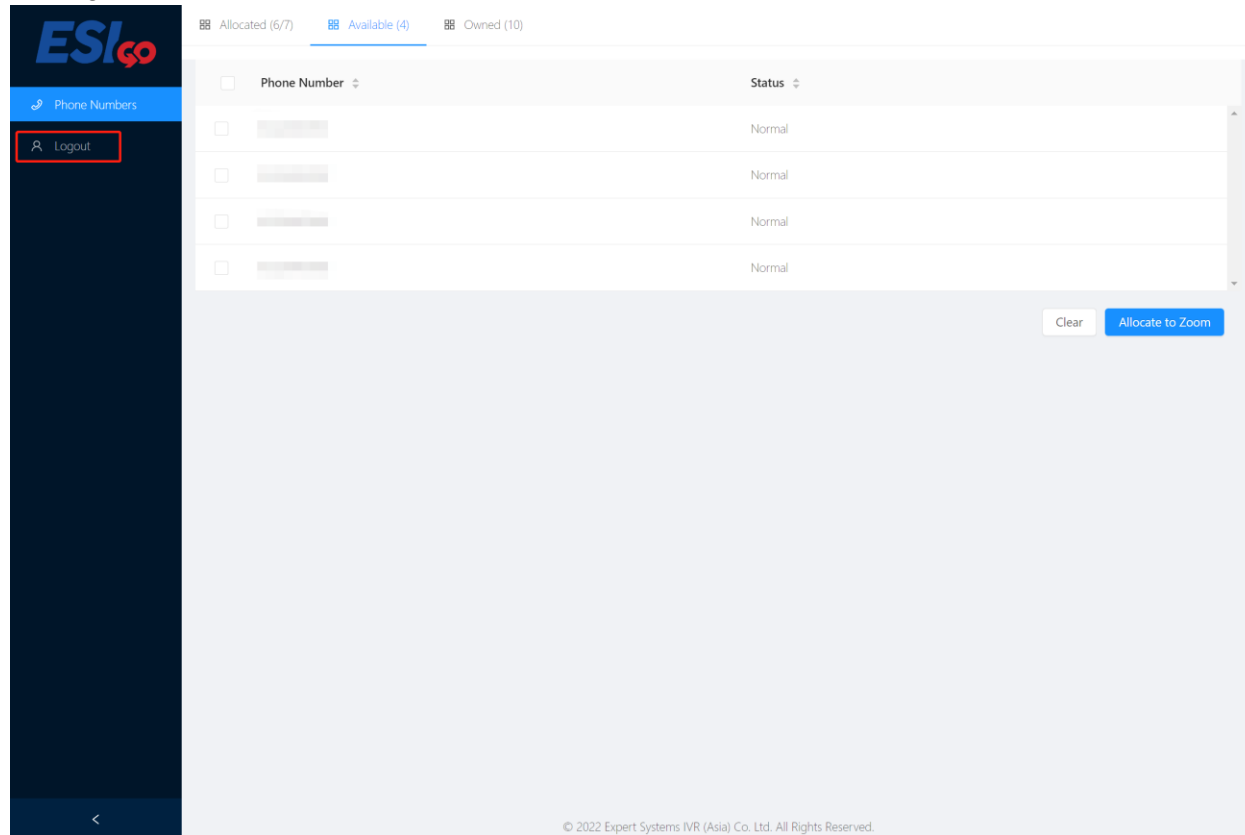
- **Deallocate numbers from Zoom**
Under the tab of 'Phone Numbers'-'Allocated(z/y)', in which z indicates the amount of numbers that has already been allocated to Zoom. To deallocate the numbers, select the numbers you want by ticking and click the button of 'Deallocate from Zoom'.

The screenshot shows the ESI-go web interface. The top navigation bar includes the ESI-go logo and three tabs: 'Allocated (6/7)', 'Available (4)', and 'Owned (10)'. The 'Phone Numbers' tab is selected. Below the tabs, there is a table with the following columns: 'Phone Number', 'Status', and 'Assigned To User'. The table contains six rows of data, each with a checkbox in the first column, a phone number in the second, 'Normal' in the third, and either 'No' or 'Yes' in the fourth. At the bottom right of the table area, there are two buttons: 'Clear' and 'Deallocate from Zoom', with the latter being highlighted in red. The footer of the page contains the text: '© 2022 Expert Systems IVR (Asia) Co. Ltd. All Rights Reserved.'

- **Please make sure to contact marketing.esigo@esi-go.com before doing the processes from above.**

- **Logout from ESI-Go**

- *To Logout of ESI-Go, click the button 'Logout'.*



- **Remove ESI-Go from Zoom**

- *Log in to your Zoom account and navigate to the Zoom App Marketplace.*
- *Click Manage > Added Apps or search for the ESI-Go app.*
- *Click the 'Remove' button.*
- *Please make sure to contact marketing.esigo@esi-go.com before doing the processes from above.*

- **Troubleshooting of ESI-Go**

- *Please try to refresh the page by pressing CTRL+F5 if experiencing issue and check your network connection when using ESI-Go portal.*
- *If the process from above does not help, please make sure contact support.esigo@esi-go.com.*

- **Contacts**

- *For enquiries about the orders, please contact marketing.esigo@esi-go.com*
- *For technical supports, please contact support.esigo@esi-go.com*