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.

      - 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

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
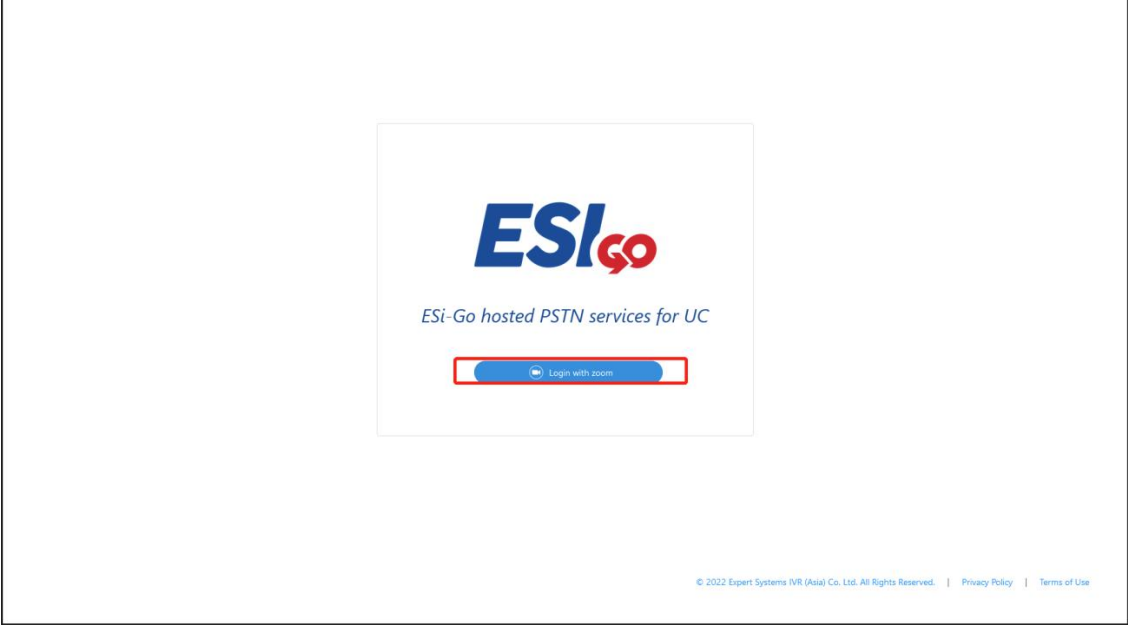
Allow   Decline

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

- ■ 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.

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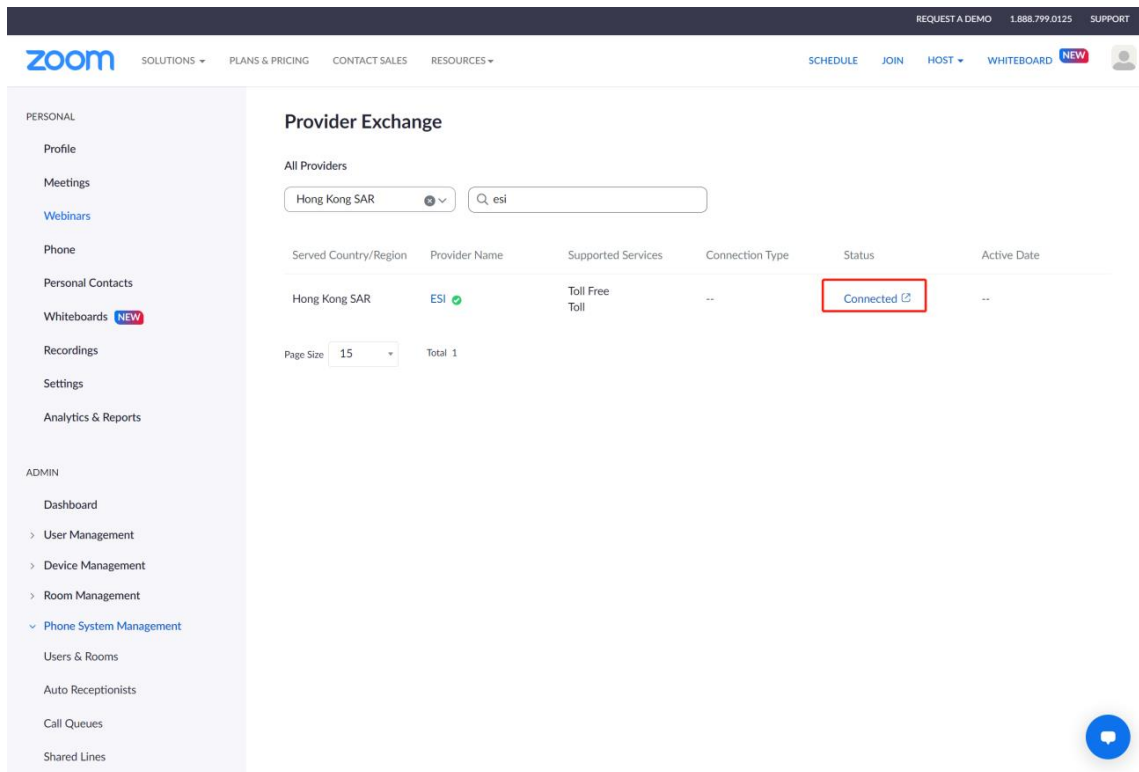Associated with your account, others you're allowed to access, and others included in that information.

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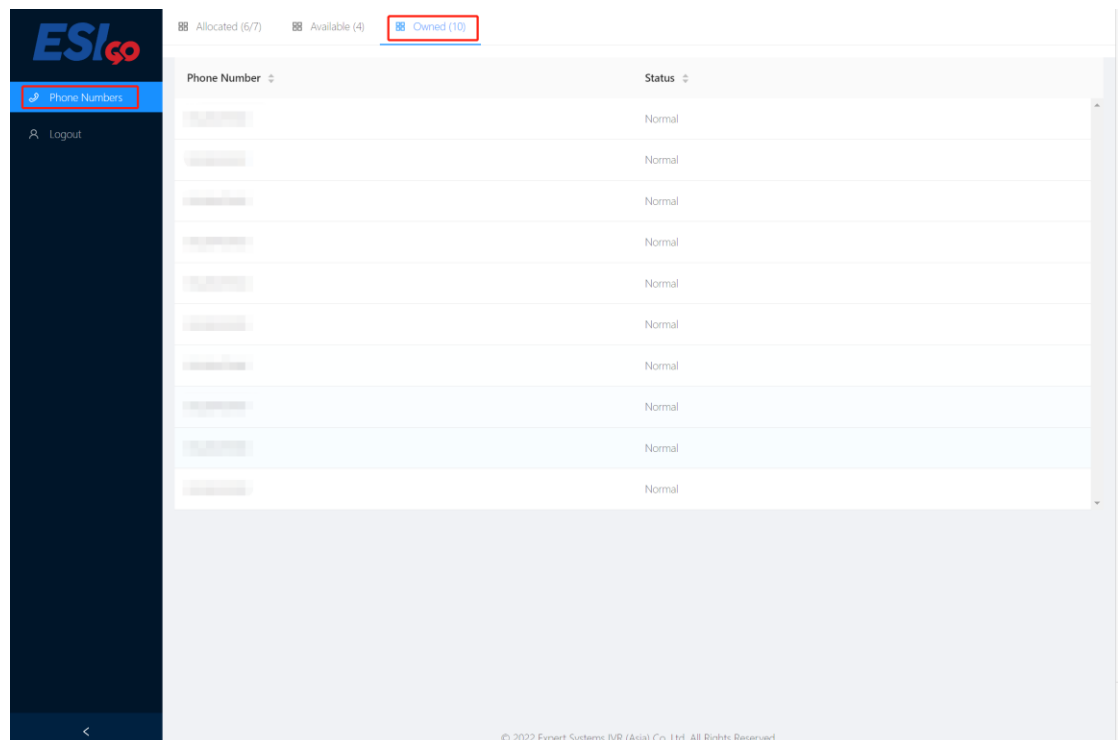
Allow   Decline

- 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'.
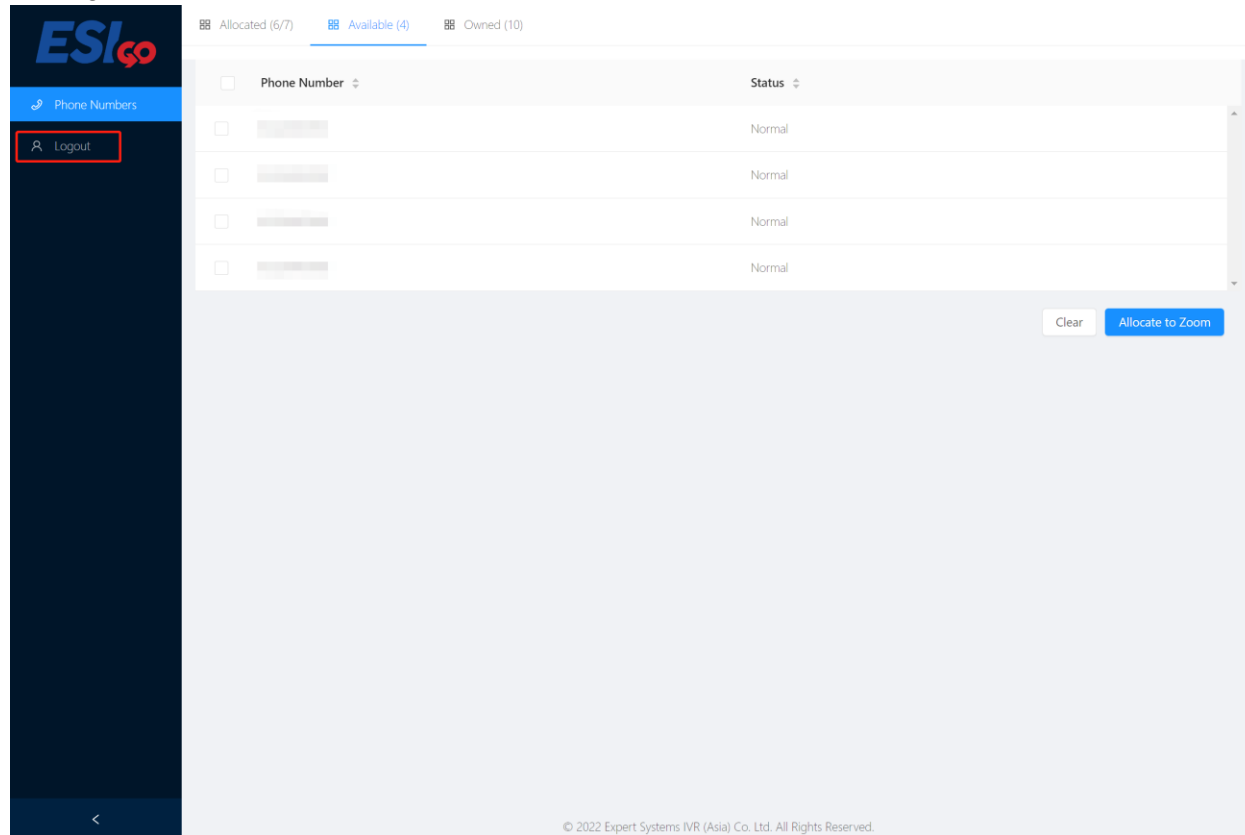

○ *Deallocate numbers from Zoom*
Under the tab of 'Phone Numbers'-'Allocated(z/y)', in which z indicates the amount of numbers that has already been allocated to Zoom. To deallocate the numbers, select the numbers you want by ticking and click the button of 'Deallocate from Zoom'.

○ *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*