eyeBeam Quick Start Guide

Installation and Basic Operations Guide to eyeBeam

Xten's Full-Featured Video SIP Softphone

Revision History

Date	Revision	Description
September 2004	1.0	First Draft

1 What is eyeBeam?

eyeBeam is a software telephone with Video capabilities. It has many of the features of a traditional business telephone, including call conferencing, multiple lines, call transfer and Point to Point Video Conferencing.

Instead of making calls over the regular telephone network, calls using eyeBeam are made over computer networks, either through your Internet Service Provider's connection or through your local network.

Calls made to another Internet telephone, anywhere in the world, are generally free, while calls made to a regular telephone are generally much cheaper than traditional long distance calls.

Xten Networks, Inc. does not provide telephone service; only the software to use such services. See the section below on where to find a service provider.

2 Finding a Service Provider

There are many IP communications service providers available. Some are listed on Xten's corporate site at: http://www.xten.com/providers/

It is up to you to decide which service provider is best for you.

3 Getting the Right Information from your Provider

If you received eyeBeam from your VoIP service provider, it will likely be configured automatically. If this is not the case, then you will have to get the following information from your provider:

User Name	
Password	
Authorization User*	
Domain / Realm	
SIP Proxy address and port	
Outbound SIP Proxy address and port*	

You will need this information to configure eyeBeam as described in Section 8 later on in this guide.

* These fields may not be needed, depending on the individual provider.

4 Installing eyeBeam

4.1 Windows Installation

1. Exit any software applications that use sound such as CD and media players.
2. Run the setup executable file. This will typically be the *eyeBeam_Install.exe* file (or something similar). *Note: If you have a version of an Xten softphone already running you will be asked to shut it down.*
3. Follow the prompts offered by the install wizard. *Note: You must accept the End User License Agreement to install eyeBeam.*
4. Select Launch eyeBeam at the final step of the wizard to start using the softphone.
5. Click **Finish** to complete the installation.

4.2 Macintosh Installation

1. The download file is an internet-enabled disk image; therefore most browsers should mount it automatically. However, if this is not the case, locate the *.dmg* file after download and double-click on it.
2. Read the license agreement and click "Agree" to proceed. Note that you must agree to the terms of the license agreement to install eyeBeam for Macintosh.
3. Simply drag the application icon to the folder in which you wish to install. This will normally be your Applications folder. *If you do not have permission to install to the Applications folder you will most likely want to install to your home folder instead.*

5 Running eyeBeam

5.1 Running eyeBeam for Windows

1. Click the *Start* button.
2. Select *Programs*.
3. Select the folder labeled *eyeBeam. (or whatever you choose as the Start Menu Folder during the installation)*
4. Select *eyeBeam. (or the appropriate application name if you have a co-branded version)*

5.2 Running eyeBeam for Apple Macintosh

1. Open the folder where you installed eyeBeam, usually in Drive/Applications.
2. Double-click the application icon.

6 The Tuning Wizard

Since eyeBeam is a software telephone application, you will require both speaker and microphone devices to make calls. Any of the following configurations are acceptable:

- External speakers and microphone *(requires a full-duplex sound adapter)*
- Dual-jack multimedia headset *(requires a full-duplex sound adapter)*
- Built in microphone and speakers *(requires a full-duplex sound adapter)*
- USB multimedia headset
- USB phone
- Video device

When eyeBeam runs for the first time, it will open the Tuning Wizard as shown below. It is strongly advised that you complete the wizard to make sure that your audio and video devices are working properly.

Click Next to begin the wizard and follow the steps to complete your device calibration. If you cannot complete the wizard successfully, check to make sure that your devices are plugged in and are working properly for other applications that employ audio or video.

The Tuning Wizard

7   Getting Acquainted with eyeBeam

The eyeBeam user interface, along with along with its various controls and indicators is shown in **Error! Reference source not found.** below.
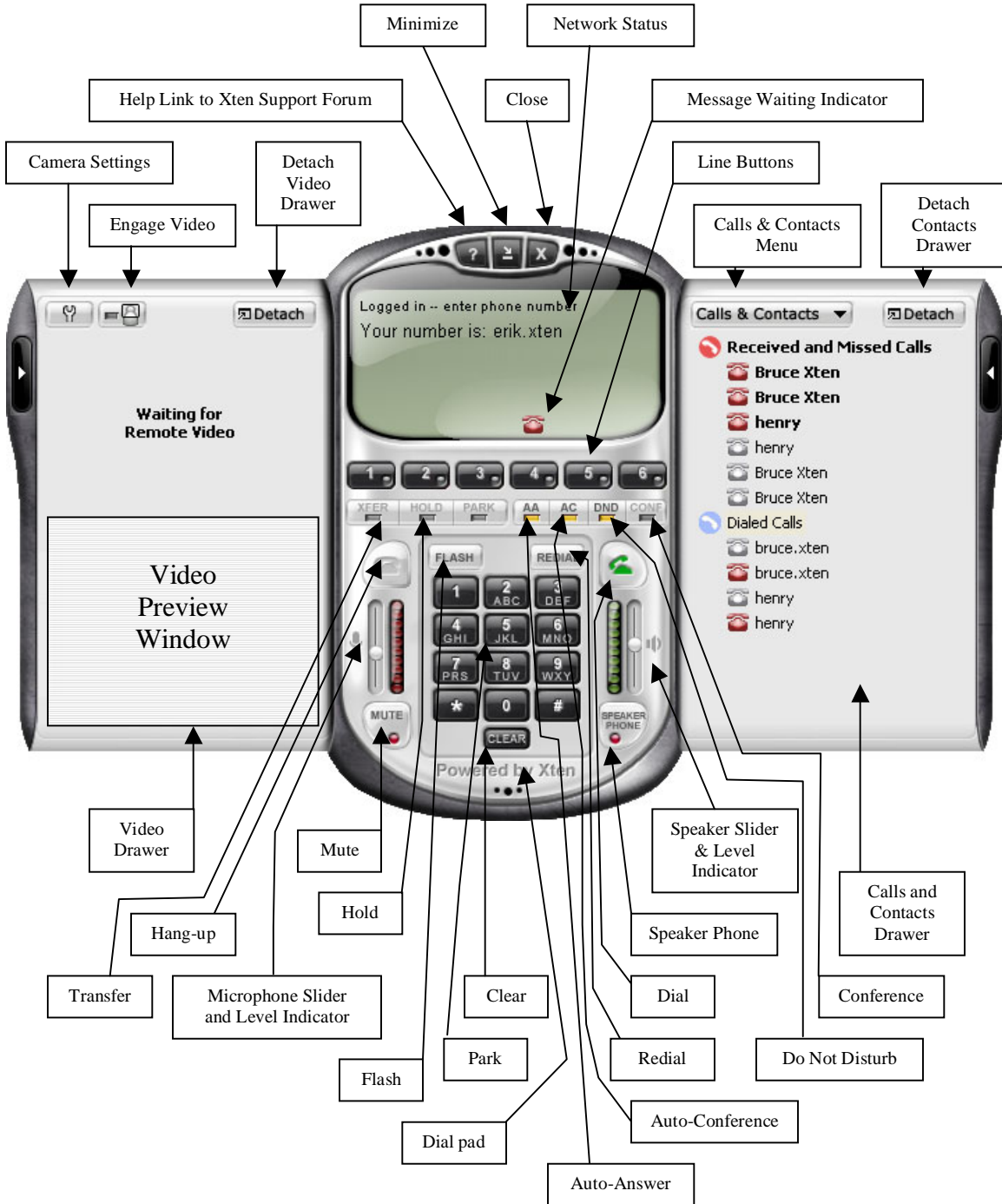
8   Setting Up eyeBeam Manually

If your VoIP service provider did not configure your eyeBeam automatically, you can configure it manually by following the steps below.

1. Start eyeBeam.
2. Right-click on the User Interface
3. Select *Settings*…
4. Select *Proxies*, *SIP Proxy*.
5. Select *Add a new Proxy*.
6. Select *Server*
7. Set the following fields:

Enable this Proxy►	*Checked*
Caller ID►	Your name *(this will be displayed to other users]*
User Name►	[from Your VoIP Provider] *(often your "phone number")*
Password►	[from Your VoIP Provider]
Authorization User►	[from Your VoIP Provider] *(may not be needed)*
Domain / Realm►	[from Your VoIP Provider]
SIP Proxy►	[from Your VoIP Provider]
Use Outbound Proxy►	[from Your VoIP Provider]
Outbound Proxy►	[from Your VoIP Provider] *(may not be needed)*
Stun Server►	[from Your VoIP Provider]

Now look in the navigation tree on the left.

1. Select *Advanced Options*
2. Check *Register with Proxy*
3. Click the OK button at the bottom of the Settings Dialog

After you have finished entering all of the necessary settings, close the menu, and eyeBeam will register with your VoIP provider. When you have successfully registered with your provider, you will see *"Logged in – Enter Phone Number"* as the Call Status Message.

9 Making a Call

1. Open eyeBeam.
2. Allow it to detect your network environment, and login with your VoIP provider. This will take a few seconds – check the Call Status for *"Logged in – Enter Phone Number"* which indicates that you are ready to make a call.
3. Enter the phone number, or SIP address using your keyboard, or with your mouse using the numeric keypad on eyeBeam.
4. Click the green *Dial* button.
5.

<u>Tips</u>

- You can place the call on hold by clicking the line button of the call that you are on.
- You can start a call on another line by pressing an inactive line button. This will place the other lines on hold.
- You can redial a number by clicking the redial button.

10 Answering a Call

You need to have eyeBeam running to answer an incoming call. eyeBeam will ring like a traditional telephone. To answer the call, click the green *Dial* button.

11 Ending a Call

To end a call, click the *Hang up* button. As with traditional telephony, a call is also brought to an end when the other party hangs up.

12 Extended Calling Features

eyeBeam also supports the following extended calling features normally available in business phones. Refer to the *eyeBeam User's Guide* for more information on these features and details on how to use them.

- Call Conferencing
- Call Transfer
- Do Not Disturb
- Auto-Answer
- Auto-Conference

13 Trouble-Shooting

See the *eyeBeam User's Guide* for trouble-shooting information. Included there will be useful tips to help resolve a variety of issues which may occur when using the softphone.