Configuring eyeBeam for Virtual Contact Center

Counterpath's eyeBeam 1.5 for Windows is a softphone application that enables you to manage Virtual Contact Center VoIP calls from your desktop replacing or complementing your hard phone. The configuration procedure for eyeBeam discussed here applies to Windows users only. For a Mac compatible softphone application, please consider Bria 3 for Mac**. For instructions on configuring Bria 3 for Mac, refer to '*Configuring Bria 3 Mac for Virtual Contact Center*'.**

Note: If you have a previous version of eyeBeam installed on your system, you need to uninstall the previous version before proceeding with the new version.

Technical Prerequisites

1. Ensure basic system requirements
    *   Processor Minimum: Pentium II 400 MHz or equivalent
    *   Memory Minimum: 128 MB RAM
    *   Hard Disk Space: 15MB
    *   Operating System:
        o   Microsoft Windows 2000
        o   Microsoft Windows XP Service Pack 3
        o   Microsoft Windows Vista, 32-bits and 64-bits arch
        o   Microsoft Windows 7
    *   Connection: IP network connection (broadband, LAN, wireless)
    *   Sound Card: Full-duplex, 16-bit or use USB headset

2. Allocate Network Bandwidth required for VoIP calls
    a.   G.711 aLaw/uLaw – approximately 80-Kbps per VoIP call
    b.   G.729 – approximately 31 Kbps per VoIP call
3. Enable VoIP calls to pass through your network's firewall.
    c.   8x8 VoIP server: port 5060
    d.   Real-Time Transfer Protocol(RTP): UDP port 35000-65000
    e.   Disable SIP Application Layer Gateway(ALG) service in router
4. Install eyeBeam with administrative rights and allow it to be run by all users.

Configuring and testing eyeBeam phone is a three step process:

5. **Step One:** Download the eyeBeam software.
6. **Step Two**: Configure the eyeBeam phone.
7. **Step Three:** Verify the eyeBeam phone works with Virtual Contact Center.

Step One: Download the eyeBeam software

8x8 communicates the eyeBeam PC installation URL and the license key via email. Clicking the installation URL in the email guides you through the installation process using a Setup Wizard.

1. Click the link below to download the eyeBeam software for Windows.
   http://sims.8x8.com/GetDocument.aspx?docid=710960
2. At the browser prompt, click **Run** to run the executable file.
3. Follow the prompts to initiate the Setup Wizard.
4. Follow the wizard and install eyeBeam on your desktop.
5. After installing the phone, launch eyeBeam.
6. At the prompt, enter the license key provided in the email.

Step Two: Configure the eyeBeam phone

Configuring the eyeBeam phone involves:

- Configuring a new SIP account
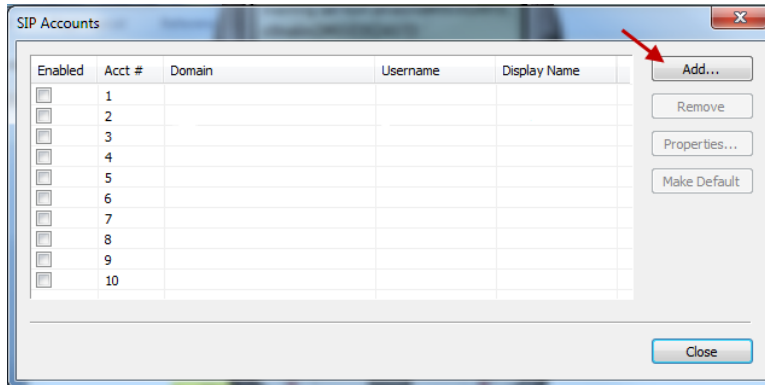- Enabling Audio Codecs
- Disabling Call Alert pop up

Configuring a SIP Account

To configure a new SIP Account:

1. Click on the down arrow button on the eyeBeam interface to display the menu.

2. Select *SIP Account Settings* from the menu. The **SIP Accounts** window appears.

3. Click **ADD** to add a new SIP account. Enter the following properties in the **Properties** window.

    f.   **User Name** and **Display Name***:* User Name is the name displayed on the softphone. It can be set to any character string, but 8x8 recommends using the Agent's Virtual Contact Center Login id as the User Name. For example, **jdoe**

        Display Name may match the User Name.

g. **Domain**: Domain can be any name. 8x8 recommends using your company's domain. Your company's domain can be found in your email address. The domain is everything to the right of the "@" sign.

For example, if your email address is jdoe@acme.com, your domain is **acme.com**.

Note: Your User Name combined with the Domain Name creates a unique SIP Phone URI. This unique URI is used to register your eyeBeam with The OnDemand Contact Center. For example, if your User Name is **jdoe** and Domain is **acme.com**, your SIP Phone URI in the Agent profile should be **jdoe@acme.com.** Please note the value is case sensitive.

h. **Domain Proxy**: Check to *Register with domain and receive incoming calls*.

i. **Proxy Address**: Enter the URI based on the platform.

- If your tenant is based in US (NA1 – NA4) Platform, enter **vcc-sip-us1.8x8.com**
- If your tenant is based in US (NA7 – NA8) Platform, enter **vcc-sip-us2.8x8.com**
- If your tenant is based in UK Platform(UK1), enter **vcc-sip-uk1.8x8.com**
- If your tenant is based in UK Platform(UK2), enter **vcc-sip-uk2.8x8.com**
- If your tenant is based in Canada Platform (CA1), enter **vcc-sip-ca1.8x8.com**
- If your tenant is based in Canada Platform (CA2), enter **vcc-sip-ca2.8x8.com**

  For details, refer to the [Virtual Contact Center Platform URL guide](#).

Note: Please do not remove any information in **Dialing Plan** field and enter any information in **Password, Authorization user name fields**.
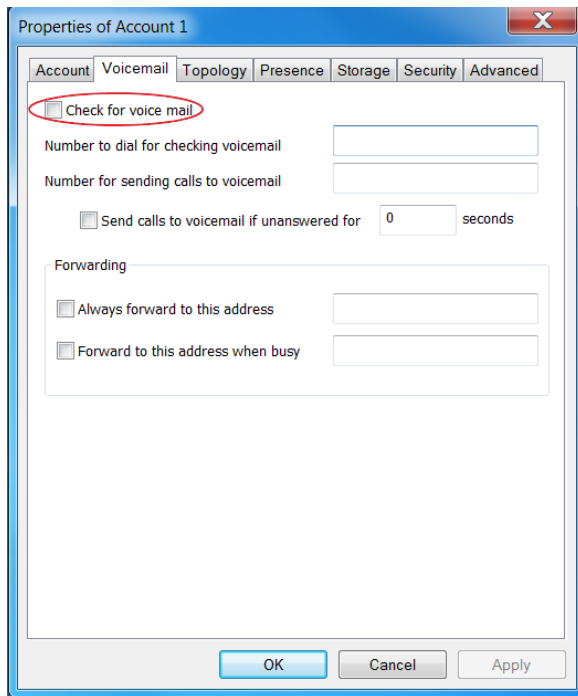

4. Click **Apply**.

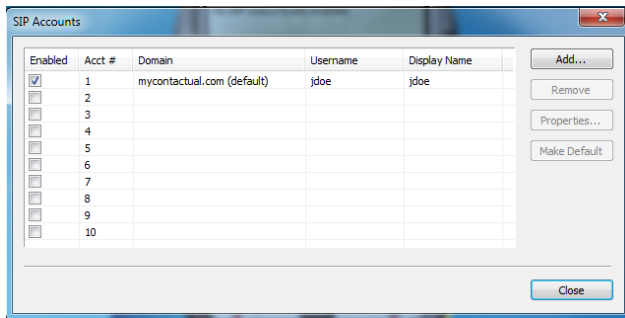5. Click **Voice Mail** tab, uncheck *Check for voice mail.*

6. Select **Advanced** tab, change the value of *Reregister every* to **300** seconds.
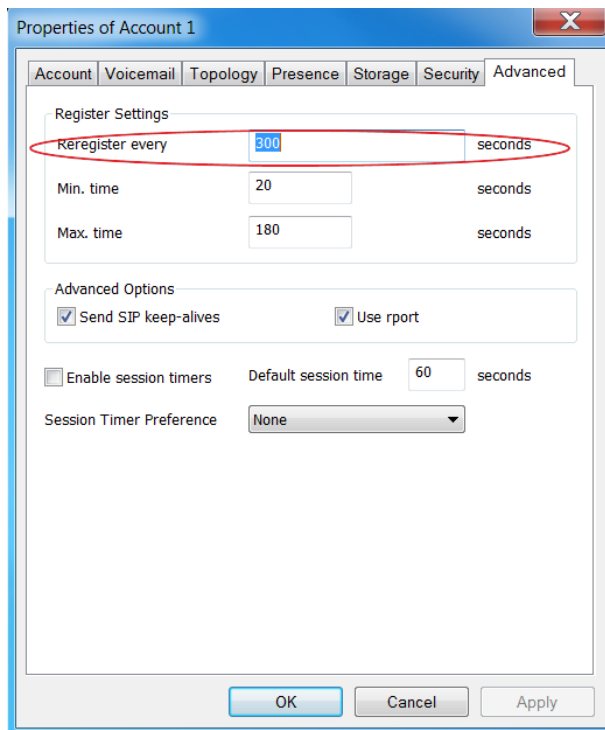
7. Click **OK** to save the properties of Account 1.

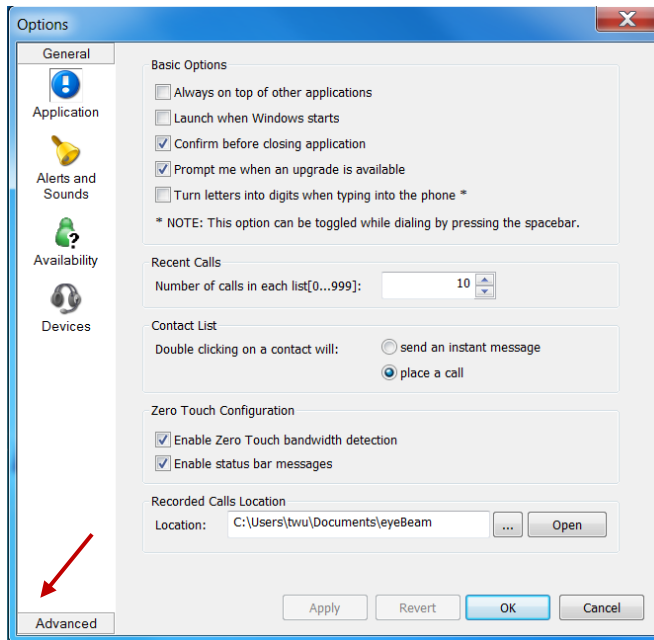**Note***:* Account 1 is chosen as the default account for your eyeBeam.

Enabling Audio Codecs

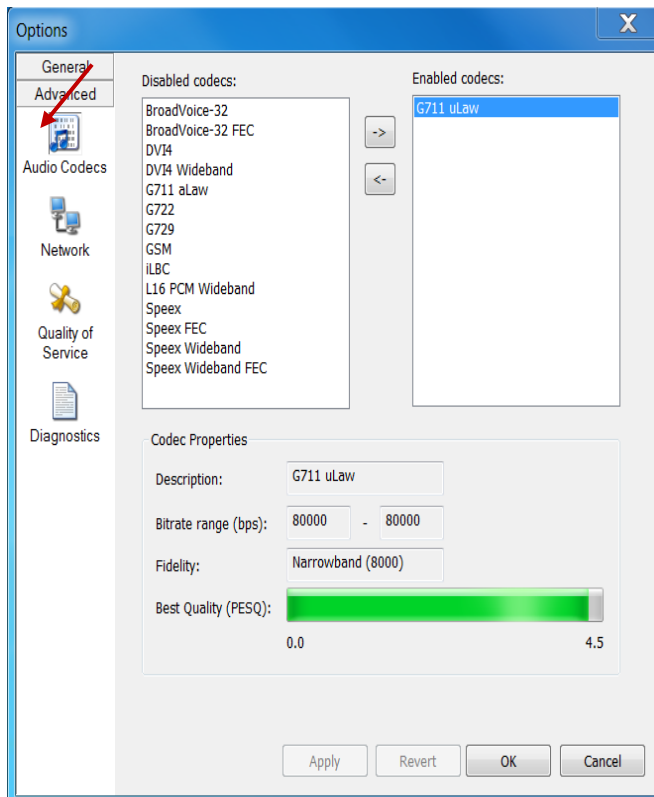**To select audio codecs for your eyeBeam:**

1. Click the down arrow on the eyeBeam interface and select **Options** from the menu.

2. Click **Advanced** in the lower left-hand corner of the **Options** screen.

This brings up the advanced menu.

3. Click **Audio Codecs** icon in the **Advanced** Menu.

    j.   To enable a codec, highlight the codec in *Disabled Codecs* list and click ![->].

    k.   To disable a codec, highlight the codec in *Enabled Codecs* list and click ![<-].

For better voice quality, 8x8 recommends using G711 (uLaw or aLaw).

Note: If you enable both G711 and G729 codecs, the server application negotiates and selects the most suitable codec from the list.
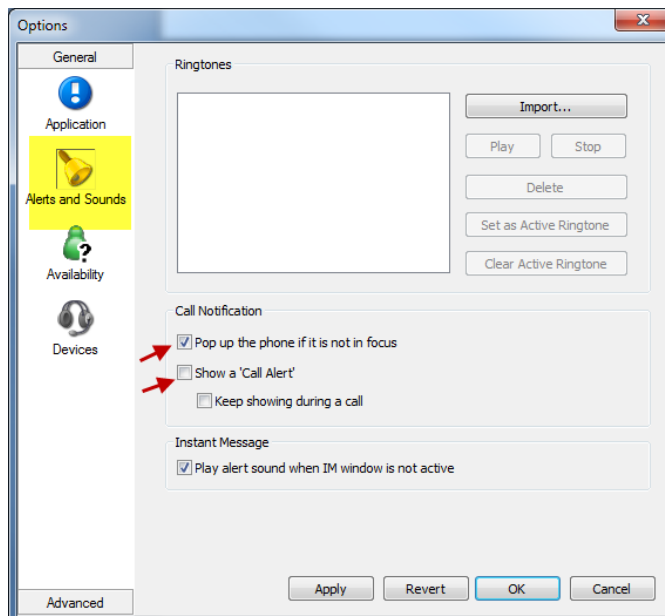
Disabling Call Alert Pop-Up

To disable Call Alert:

1. Click the down arrow on the eyeBeam interface and select **Options**.

The **Options** window appears.

2. Select **Alerts and Sounds** in the General Tab of the **Options** screen.

3. Check *Pop up the phone if it is not in focus*.
4. Uncheck *Show a 'Call Alert'* and *Keep Showing during a call.*

This completes the setup of your eyeBeam phone. If configured properly your eyeBeam registers with Virtual Contact Center and displays the following information:

Step Three: Verify the eyeBeam phone works with Virtual Contact Center

1. Navigate to your Virtual Contact Center Agent Console login link.

    Refer to the [Virtual Contact Center Platform URL guide](#) for the link.

2. Enter your login credentials and log in to the Agent Console.

3. Navigate to your profile.

    In the Personal area, select the **SIP Phone URI** button and enter the **SIP Phone URI**: **User ID@Domain Name**. For example, jdoe@acme.com
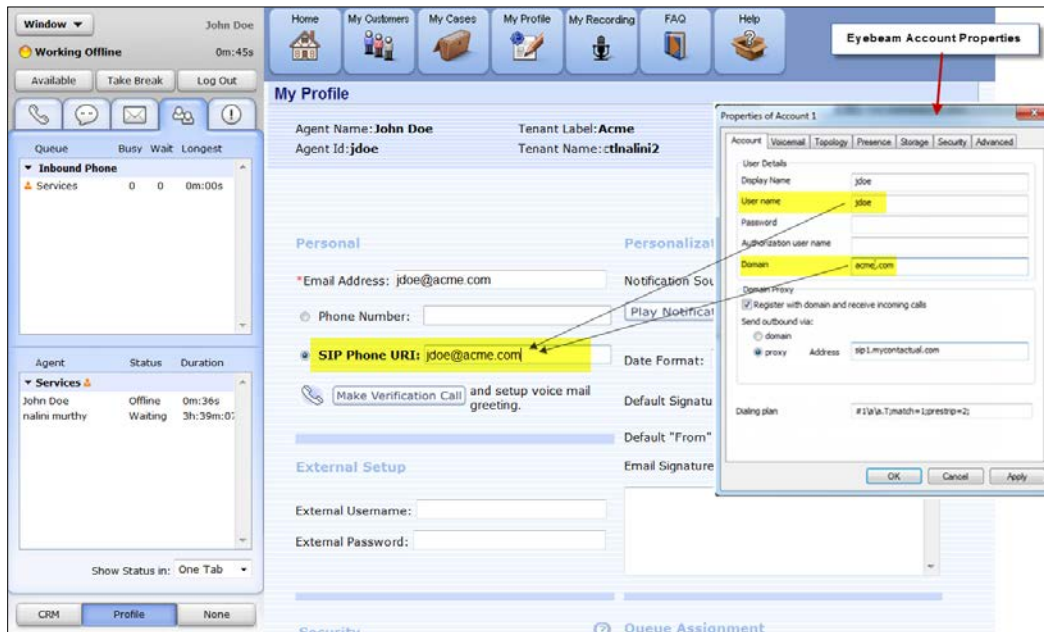
4. Make a Verification Call.

    a. Make sure your eyeBeam is running and is registered.

    b. Click **Make Verification Call** in your profile.

Your eyeBeam phone rings if you followed the configuration precisely. You can answer the call and listen to the automated message or simply disconnect the call.

> **Important**: If you are an eyeBeam user, please be advised not to decline calls from the eyeBeam softphone. Decline calls from the Agent Console – Control Panel only.