ADTRAN®

NetVanta Unified Communications Technical Note

Configuring the CounterPath eyeBeam SIP Telephone

Introduction

CounterPath eyeBeam is a software SIP telephone that is interoperable with NetVanta Unified Communications products. eyeBeam is not automatically detected nor configured by the UC server, and therefore requires manual configuration in order to use with the UC server. This document describes the steps to configure the eyeBeam client for use with the UC server.

SIP Configuration

Below is a depiction of what the CounterPath eyeBeam client looks like when it is run for the first time.

In order to use the eyeBeam client with the UC server, you must add a SIP account registration. To do so, right-click anywhere on the eyeBeam client, select **SIP Account Settings** and the following dialog box will appear:
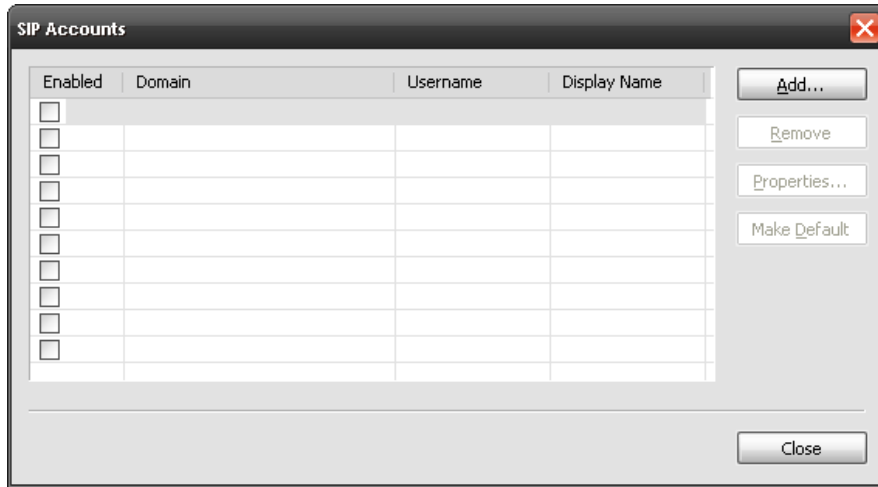

To add a SIP account:

1. Select the **Add** button. You will see the following dialog box:
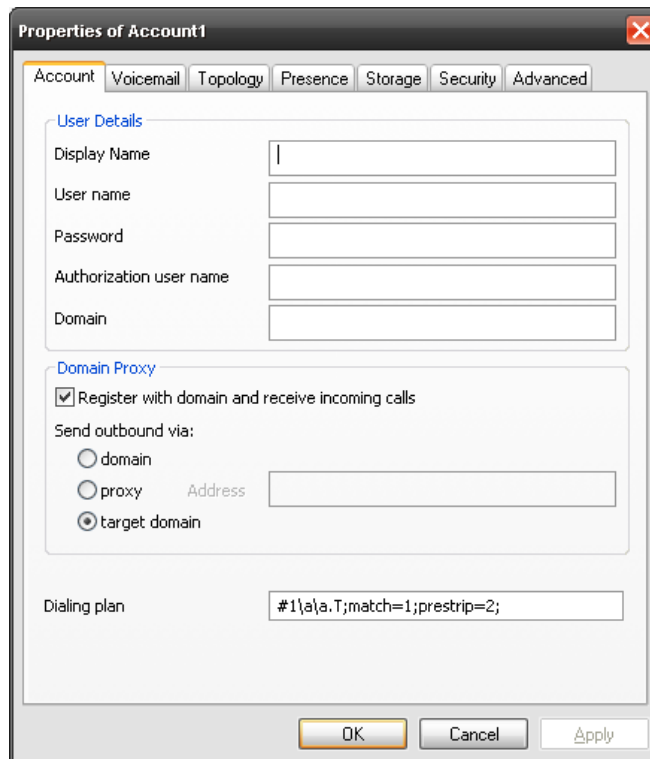
2. For **Display Name**, enter your name as you would like others to see it. For example, **John Smith**.

3. For **User name**, enter your identity (extension) number. For example, **1001**.

4. For **Password**, enter the password associated with your identity. For example, **1001**.

   NOTE: *Contact your system administrator for your password.*

5. For **Authorization user name**, enter the user name associated with your identity. For example, **1001**.

6. For **Domain**, enter the IP address or DNS name for the UC server. For example, **10.10.8.1** or **ucserver.company.com**.

7. Ensure that **Register with domain and receive incoming calls** is checked.

8. For the **Send outbound via** option, ensure that the **target domain** button is selected.

9. Select **OK**.

The *SIP Accounts* dialog box will appear:
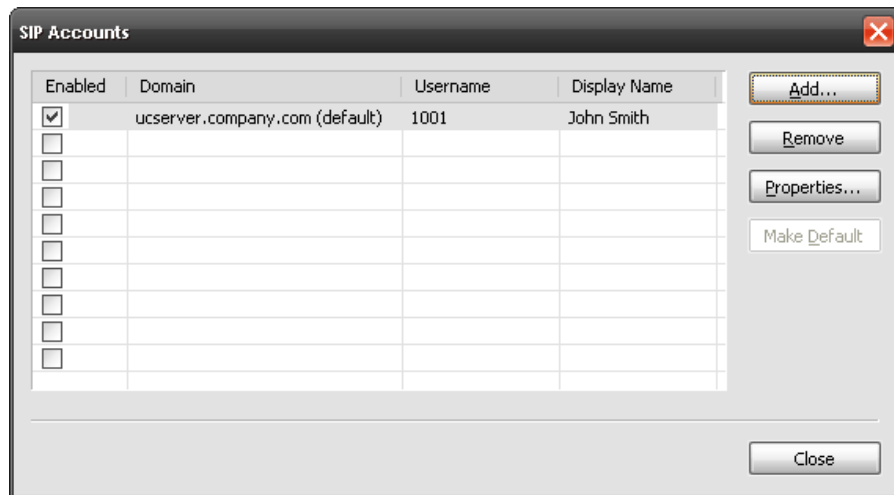
10. Select **Close** to complete the registration.

The eyeBeam client will attempt to register with the UC server. If all of the parameters are entered correctly, the text in the main window will appear as follows:


You are now ready to place and receive calls.

Audio Configuration

The CounterPath eyeBeam client will automatically detect any available sound devices and will select the default sound device as specified by Windows®.

To verify that you are using the correct sound device (and/or to use a headset instead)

1. Right-click anywhere on the eyeBeam window and select **Options**. The following dialog box will appear:
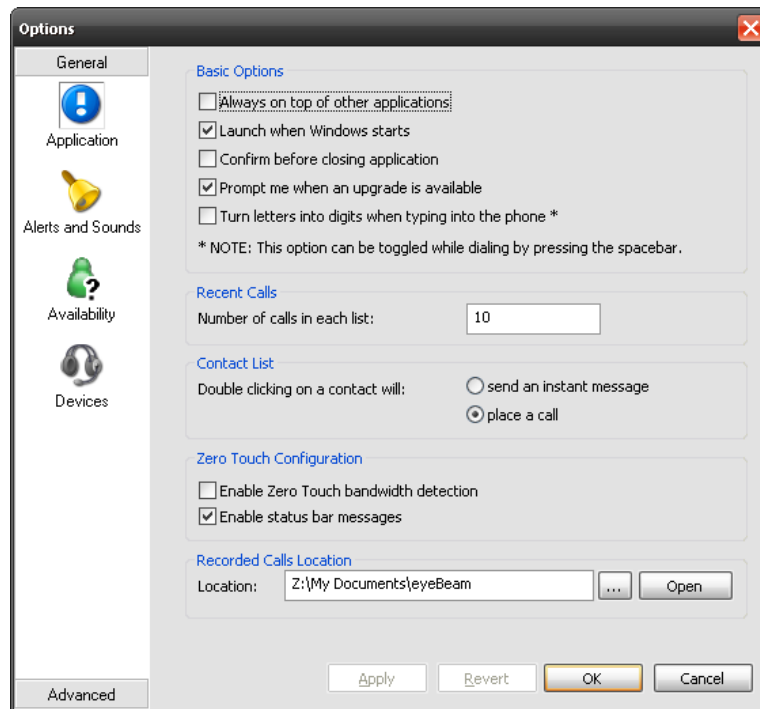
2. Select on **Devices** on the left-hand side. The dialog box's appearance will change as follows:
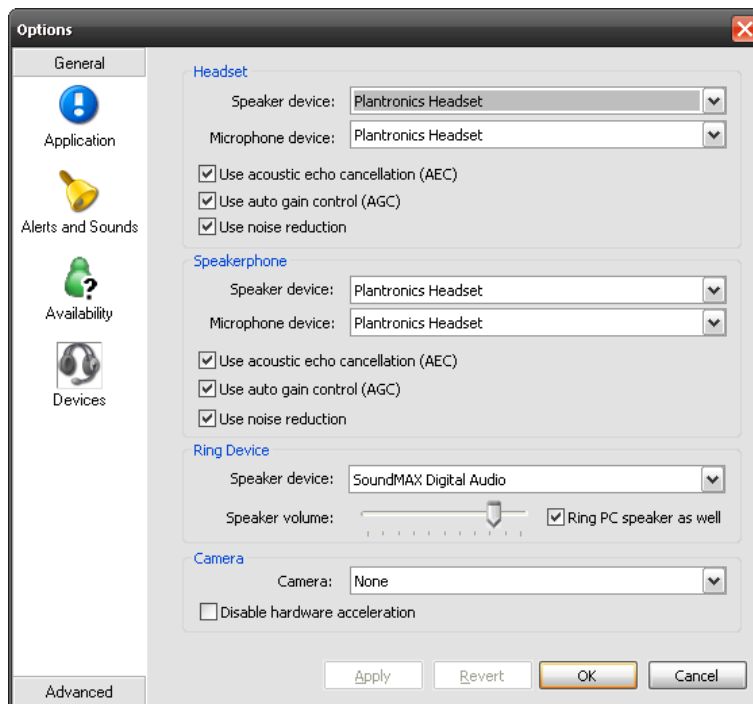
3. Ensure that under **Headset** the correct speaker and microphone device is selected.

4. Under **Speakerphone**, you can optionally select the sound device you would like to use for a speakerphone.

5. Under **Ring Device**, you can optionally select the sound device you would like to use to be alerted that your phone is ringing, and/or whether to use the PC speaker as well.

6. Leave all other options/checkboxes with the default values.

7. Select **OK**.

8. Select **Advanced** on the left-hand side at the bottom.

9. Remove **G729** in the enabled codec list by selecting the codec and selecting the left arrow button.

   Note: This is a temporary measure until eyeBeam resolves issues with dynamic codec switching.
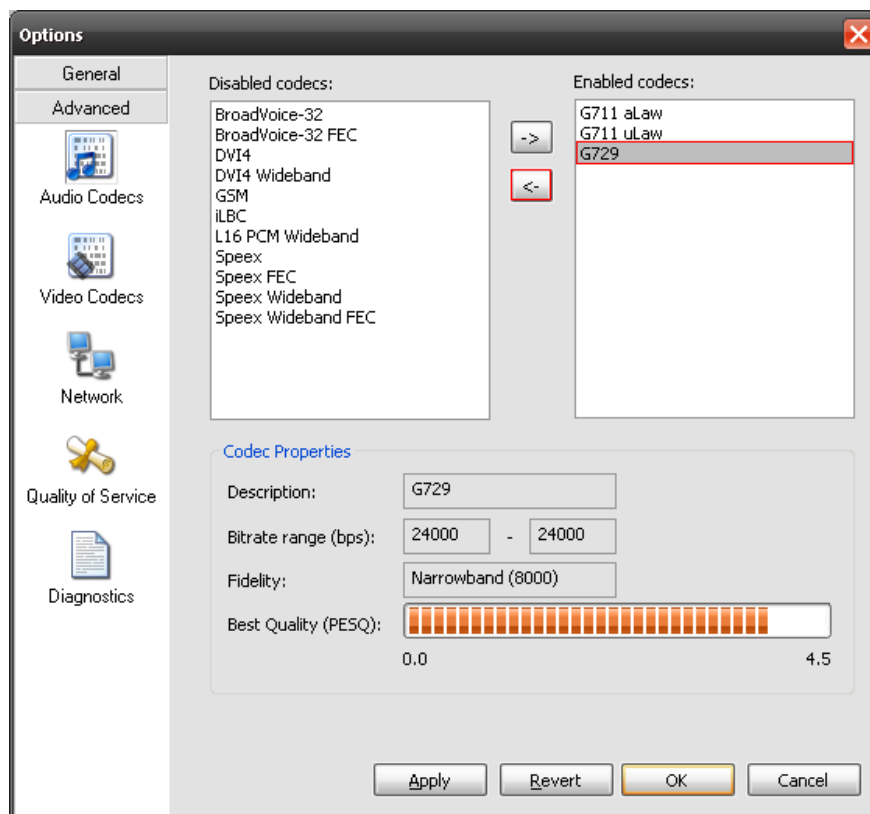
10. Select **OK**.

Additional Functionality

You will notice that there is a small white arrow on the right-hand side of the main eyeBeam window. Selecting this window will reveal the following drawer:

This drawer reveals the call history (missed, received, dialed, and blocked calls), and allows you to configure your contacts. The following diagram shows what the contact window looks like: