



Advoco NetPBX™

Configuration of CounterPath eyeBeam Soft Phone

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Advoco Software AB

Advoco offers a complete software based telephony system for enterprises and Contact Centers. The system is built on a patented IP-based telephony core which offers all tools needed for a modern telecommunication.

Advoco Software AB is a Swedish company which develops and offers a complete IP-based business telephony system including comprehensive contact center features.

The core product is Advoco NetPBX™, an IP-based soft PBX that offers modern telecommunication and efficient customer handling to enterprises.

Advoco NetPBX can either be delivered to customers as an IP centrex telephony service via service providers or installed at the customer site as customer-placed equipment.

For more information about Advoco, please visit our website; <http://www.advoco.se>

About this document

This document gives an overview of configuration of the *CounterPath eyeBeam soft phone* for the Advoco NetPBX system and describes current product versions. The information in the document may be changed without further notice. Advoco Software reserves the right to freely change content and functions in its products.

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1 CONFIGURATION OF A COUNTERPATH EYEBEAM SOFT PHONE

There are two main steps to perform to connect a CounterPath eyeBeam soft phone to the Advoco NetPBX system:

- **Create an Advoco NetPBX user.** For more information, see section *Assign a NetPBX Device* on page 4.
- **Set up the Soft Phone.** For more information, see section *Set Up the Soft Phone* on page 5.


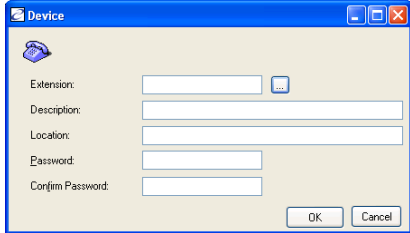
1.1 Necessary Components

- A CounterPath eyeBeam v1.5 SoftPhone installed on the computer. In this example we are using a CounterPath eyeBeam v1.5.20 SoftPhone downloaded from CounterPath's site <http://www.counterpath.com>.
- A sound card installed on the computer.
- A headset connected and installed on the computer.

1.2 Assign a NetPBX Device

1.2.1 Advoco NetPBX 4


In the NetPBX Administrator client:

Actions	Page / Dialog
<ol style="list-style-type: none"> 1. Create a new device. The <i>New device</i> dialog is reached by clicking on the New device icon or with the Pop-up menu when the <i>Devices</i> folder is selected in the <i>Tree view</i> in the <i>Explorer</i> window in the NetPBX administrator client. 2. Choose an available extension number for the device with the Find icon  in the <i>Extension</i> field. <i>[mandatory]</i> 3. Fill in a description and a location for the device. <i>[optional]</i> 4. Type a password for the device. <i>[mandatory]</i> Note: The <i>Extension</i> and <i>Password</i> is later used in the settings of the soft phone. 5. Click OK to save the new device. 	

For more information, see section *Devices* in the user manual *AS 733 91, Advoco NetPBX – Administrator (limited)* or *AS 732 32, Advoco NetPBX – Administrator (extended)*.

1.2.2 Advoco NetPBX 5

In the NetPBX 5 Administrator web portal:

Actions	Page / Dialog
<ol style="list-style-type: none"> 1. Click on Edit for a user in the Tenant – Users page. The Tenant – Users: Edit page is opened. 2. Click on the <i>Active Phones</i> tab to open it. 3. Activate the <i>Softphone</i> option. 4. Click Save before leaving the Administrator portal. 	

1.3 Set Up the Soft Phone

After the installation of the Soft phone is completed it has to be configured to the NetPBX system. Perform the following steps:

- Set up a SIP account.
- Disable the ICE function.
- Set Signaling transport to UDP.
- Disable send SIP keep-alive
- Enable a codec.


The audio configuration is done in the Soft Phone's *Options* dialog.

To configure the SIP account:

Actions

Page / Dialog

Create a SIP account:

1. Right-click anywhere in the Soft Phone interface or click on the **Menu** button  and select the SIP Account setting menu option.

The *SIP Accounts* dialog is opened.

2. Click on the **Add** button.

The *Properties* dialog is opened.

3. Type the user details.

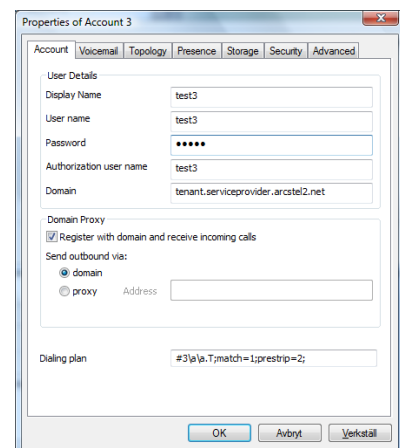
- The *Display name* can be any text string.
- The *User name* must be the same as the User name in the NetPBX system.
Example: test1
- The *Password* must be the same as the password set for the User in the NetPBX system.
- The *Authorization user name* must be the same as the User name in the NetPBX system.
Example: test1
- *Domain* is the Domain set for the tenant.
Example: tenant.serviceprovider.arcstel2.net

4. Type the Outbound Proxy name.

Example: proxy.arcstel2.net

Note: Proxy should not be selected when using Intertex IX78.

Set it to *Domain*.



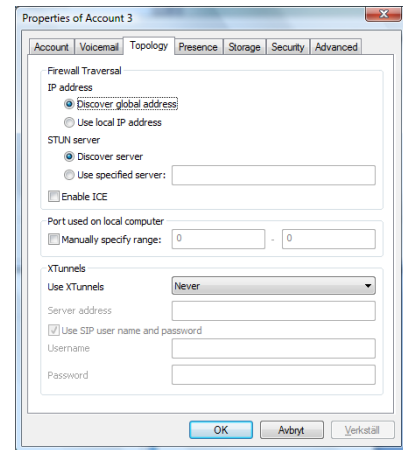
Disable the ICE funktion:

Actions

In the *Properties* dialog:

1. Click on the *Topology* tab.
2. Un-select the *Enable ICE* option.

Page / Dialog



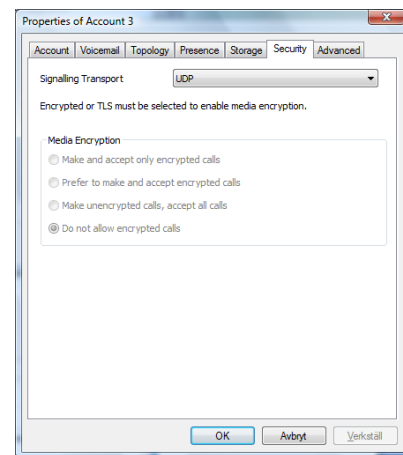
Set UDP as transport protocol

Actions

In the *Properties* dialog:

1. Click on the *Security* tab.
2. Select Signaling transport to *UDP*.

Page / Dialog



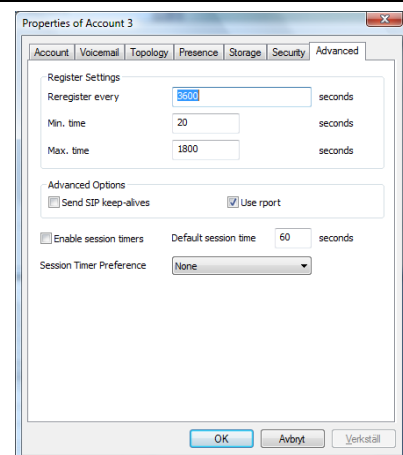
Disable SIP keep-alive

Actions

In the *Properties* dialog:



1. Click on the *Advanced* tab.
2. Un-select the *Send SIP keep-alives* option.
3. Click on the **OK** button.

Page / Dialog



Enable a codec:

Actions

1. Right-click and select the Options menu option.
The *Options* general dialog is opened.
2. Click on the **Advanced** button.
3. Click on the **Audio Codecs** icon.
The *Options* dialog for audio codecs is opened viewing disabled and enabled codecs.
4. Enable the **G711 aLaw** codec by selecting it in the *Disabled codecs* list and click on the  button.
5. Disable all other codecs by selecting them in the *Enabled codecs* list and clicking on the  button.
6. Click on the **OK** button.

Page / Dialog