



ePhone User Help

Important: Although this application is included with the SDK, at current it is an “unsupported” application. It has been used in-house at 8x8 during development and testing, but otherwise, it is not considered a complete application product.

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Introduction

ePhone is a client-side GUI application that allows the user to perform basic call control functions on incoming and outgoing calls for a specific extensions. For example, the user can make calls, transfer calls, or put calls on hold among other functionality. ePhone becomes a replacement to keypad call control commands.

Included with ePhone is also a SwitchBoard application that allows the user to act as though he/she were a receptionist. The Switchboard application allows monitoring of call activity of other extensions and quick transfer of calls to these extensions.

Installation

To install ePhone, follow these steps:

1. Go to a machine that is on the same subnet as the IntraSwitch server.
2. Uncompress and extract the application files to an “ePhone” directory.
3. Change directories to the `..\ephone\bin` directory



- Depending on which platform you are on, you will need to edit the .bat or .sh scripts to set the JAVAHOME variable to identify the path to the Java Runtime Environment ('jre' directory) installed within your network.

For example, if JRE was installed within a `..\8x8\intraswitch\` directory, set the JAVAHOME variable as follows:

Windows .bat files:

```
SET JAVAHOME = c:\Windows\8x8\intraswitch\jre
```

UNIX .sh files:

```
SET JAVAHOME= ../8x8/intraswitch/jre
```

- Run the executable script.

For Windows platforms:

```
> ephone.bat
```

For UNIX platforms:

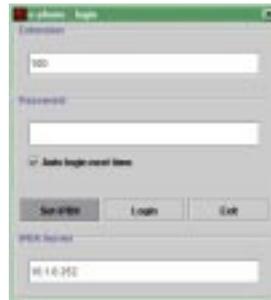
```
# ephone.sh
```

The application is started up, and the ePhone *Login Window* is displayed as shown in Figure 1. (If the password was previously saved and no problem occurred, the application goes directly to the ePhone Main Window instead.)

Login Window

After launching the ePhone application, the *Login Window* is displayed.

Figure 1. ePhone Login Window



Log into ePhone as follows:

- Enter an “Extension” and “Password.” For the SDK, the default password is empty. If you check “Auto login next time,” you will be automatically logged into ePhone upon launching the application (and the Login Window will not appear).
- Click on the [Set iPBX] button and the window expands to show an “iPBX Server” field.
- Enter the IP address of the IntraSwitch server host machine.
- Click on the [Login] button and you will be logged in. The *Main Window* is displayed.

Main Window

Once logged in, the *Main Window* is displayed.



Figure 2. ePhone Main Window



Within this window, you can perform basic call control functionality that you might otherwise conduct from your keypad.

You have four Menu items on the Menu Bar, as follows:

- *File Menu* - Click on this menu to select the “Exit” option to exit out of the application.
- *View Menu* - Open this menu to select “Buttons Bar” and/or “Status Bar” to display them on the window or not. When they are checked, they are displayed.
- *Options Menu* - Where you “Logout” without exiting the application (to log into another terminal). You can also enable/disable the “Sound” feature.
- *Help Menu* - Where you can display an “About” window with Copyright information.

The fields and buttons on the *Main Window* are described as follows.

Table 1. ePhone Main Window Fields and Buttons

Fields/Button	Description
<i>Button Bar Buttons</i>	
Answer	Answers a ringing call. The following conditions apply: <ul style="list-style-type: none"> • if your phone is off-hook and idle, it will connect you to the ringing call. • if your phone is hung up, it will wait until you are off-hook to connect the call.
Transfer	Click this button to transfer an incoming call to the extension specified in the destination field (before answering). While talking on an active call, this buttons changes to “Transfer to.” Click it to transfer the active call to the extension specified in the destination field.
Hold/Retrieve/Alternate	While talking on an active call, click this button to put the call “on hold.” When you pick up a held call, this button turns to “Retrieve” whereby you may retrieve a call on hold. If there is already an active call, this button will turn to “Alternate” (which basically allows you to switch between active calls).
Disconnect	Click this button to hang up an active call.
Add party	Not used.
Reconnect	This allows you to hang up on a current call, and retrieve a call that was previously placed on hold.
<i>Status Bar Area</i>	
Status Bar	The status bar is empty by default. If you drag your mouse over a button, a message describes the action that will be taken when the button is pressed. You can disable the Status Bar from displaying in the “Option” menu.



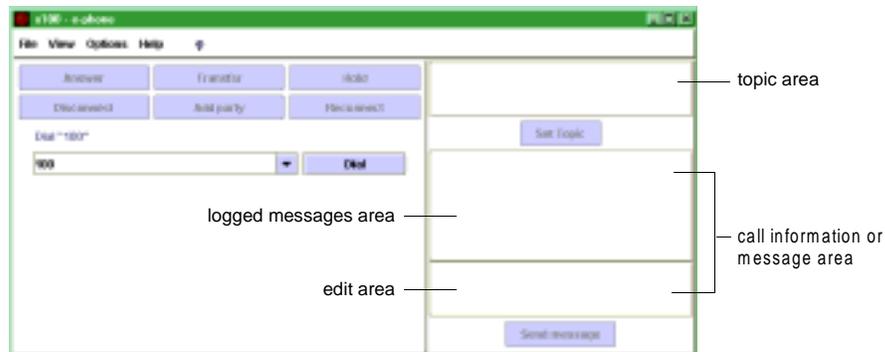
Table 1. ePhone Main Window Fields and Buttons (Continued)

Fields/Button	Description
<i>Destination Field Area</i>	
Destination Field	This is a text field where an extension number is entered to be used with the call control buttons on the Button Bar. It is also used in conjunction with the [Dial]/[Consultation] button. This text field also becomes a drop-down list for selecting previously entered extensions.
Dial/Consultation Button	When you enter an extension to call, click on this button to actually dial the extension. If already in an active call, the [Dial] button changes to the [Consultation] button. The [Consultation] button allows you to place the current call on hold, then dial another extension and consult with the person at the second extension (for example, to transfer the on hold call).

When you make a call, an entry is added at the bottom of the *Main Window*. You will be able to select a specific call among the many active calls by selecting the applicable entry. A check mark indicates a selected active call (a paperclip indicates that the *Message Board* is in use, as described in the following paragraphs).

If you click on the Message Board button () to the right of the menu bar, an expanded view of ePhone is displayed.

Figure 3. ePhone Window Expanded View: Displays Message Board



The expanded view area contains a Message Board where two users can conduct text messaging during an active call or log support center call information, as applicable. The Message Board contains two parts:

- The *topic area* (upper half) is used to set or change the topic of the message. The user may type in a topic, then click on the [Set Topic] button. The topic is always visible and both parties can set a topic.
- The *call information or message area* (lower half) is used for editing and viewing the messages. The message area is split into two sections:
 - The *edit area*, at the bottom, allows you to type a text message. When you click [Send message], the edit area is cleared and the message appears in the view area, viewable by the recipient as well.



- The *logged messages area* is where the messages are tracked during the messaging session. Each message is prefixed by a writer ID so you can follow a discussion “thread.” The logged messages area will automatically scroll, as needed.

Again, when the Message Board is in use, a paperclip icon is shown in the relevant call entry to notify you. This paperclip icon is also shown in the menu bar beside the Message Board button of the current call using it.

SwitchBoard

An additional component of ePhone is the SwitchBoard; it allows a user to display a list of available extensions and owner IDs. It can be used to monitor active lines over the network, or you can initiate calls for an extension using your mouse.

The SwitchBoard frees the attendant from having to use the keyboard for making calls.

Figure 4. SwitchBoard Window



As shown, all extensions (and owner IDs) known by the IntraSwitch iPBX are displayed. The box adjacent to each extension provides status of the extension as follows:

- If it is white, the extension is not being used.
- If red, the extension is being used (a call is in process, either incoming or outgoing).

To use the SwitchBoard, you have the following options:

- When you click on a specific extension, its extension is copied into the destination field.
- When you double-click on an extension, the “Dial” or “Consultation” button (depending on the state of the call) is invoked.

Installing and Running Switchboard

To install and run Switchboard (with ePhone already running), follow these steps:

1. Go to the machine that is already running ePhone.
2. Uncompress and extract the application files to an “Switchboard” directory.
3. Change directories to the `..\switchboard\bin` directory



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- Depending on which platform you are on, you will need to edit the .bat or .sh scripts to set the JAVAHOME variable to identify the path to the Java Runtime Environment ('jre' directory) installed within your network.

For example, if JRE was installed within a `..\8x8\intraswitch\` directory, set the JAVAHOME variable as follows:

Windows .bat files:

```
SET JAVAHOME = c:\Windows\8x8\intraswitch\jre
```

UNIX .sh files:

```
SET JAVAHOME= ../8x8/intraswitch/jre
```

- Run the executable script.

For Windows platforms:

```
> switchboard.bat
```

For UNIX platforms:

```
# switchboard.sh
```

The application is started up and the *SwitchBoard Window* is displayed in a separate window (Figure 4).