



# ESNA I LINK FOR JIVE™

# ESNA I LINK FOR JIVE

With Esna's unified communications solutions, you can access and manage your voicemail from your Jive inbox, escalate voice messages to a live voice call, check the availability of others before you contact them, click and call any phone number, and see the location of others in real time on Google Maps.

Esna iLink for Jive turns Jive into a powerful collaboration and communication hub. Esna iLink for Jive works with today's IP-based systems as well as older TDM solutions.

Have more than one phone system? Not a problem, Esna iLink for Jive can work with multiple PBXs simultaneously.

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# ESNA I LINK FOR JIVE

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# ESNA I LINK FOR JIVE

## Introduction

Esna iLink for Jive is an plug-in to the Jive communications platform. iLink for Jive links an **Officelinx** or **Esna Cloudlink** voice server with Jive.

Once the connection is established, voice and fax messages received by the voice server will be automatically forwarded to the Jive client accounts. Voice recordings can be played back from the message, and faxes are delivered in either PDF or TIFF formats.

Telephone calls can be made to a contact through Jive using your default telephone device. Contacts can receive email from Jive using the voice server. If enabled, the current location of a contact will be provided using Google Maps.

**Note:** Receiving text messages and email is not supported by the Jive service.

**Note:** Jive 7.0.3.1 or later is required.

# Installing the Esna iLink for Jive Client

**Warning:** Before starting the installation of iLink for Jive, an OfficeLinx or Esna Cloudlink voice server must be setup and running. An appropriate corporate account must also be purchased and configured for Jive.

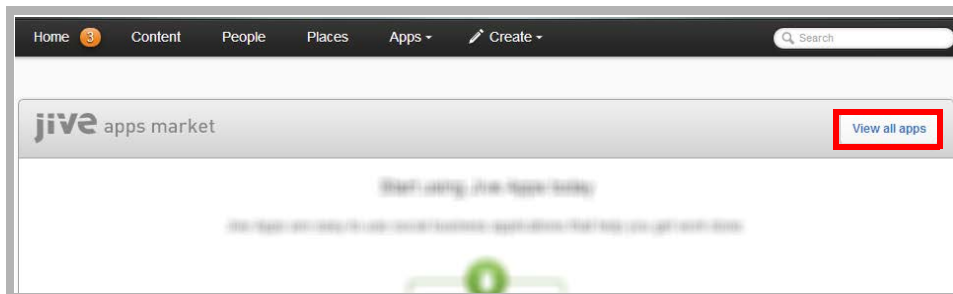
1. Open a web browser and enter the address for the Corporate Jive site created for your company. For example: [yourcompany.jiveon.com](http://yourcompany.jiveon.com)
2. At the login screen, enter your Jive account credentials. Typically, this will be your corporate email address and a password.

Click **Log in** when finished.

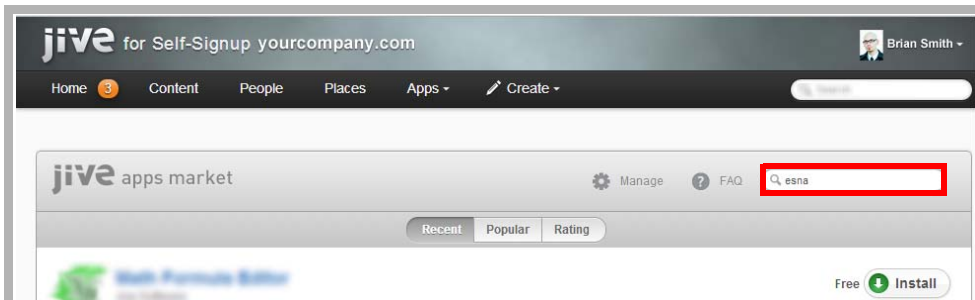
3. Once connected to the Jive account main page, go to **Apps > Jive Apps Market**.



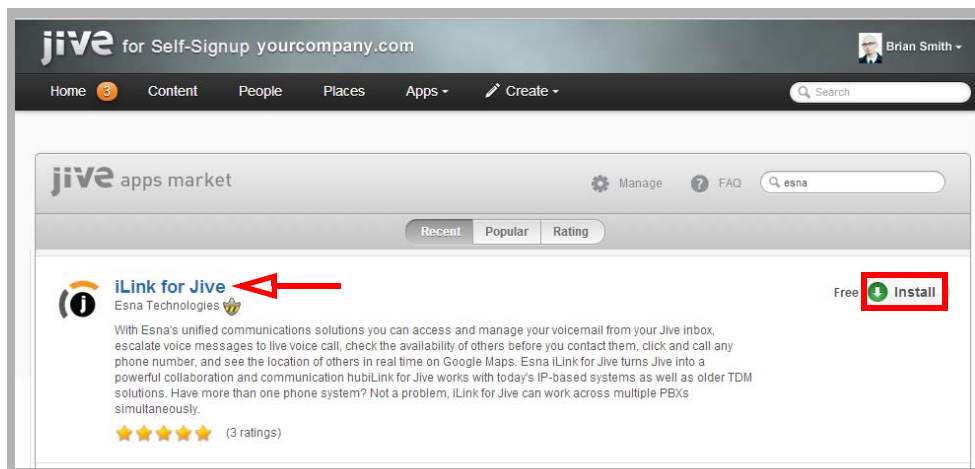
- Click **View All Apps**.



- In the search bar, type **Esna** and hit enter.



- Scroll down to find the entry for iLink for Jive. Click the **Install** button beside it.



- iLink for Jive will be installed and will appear in the list of **Apps to launch** when finished.



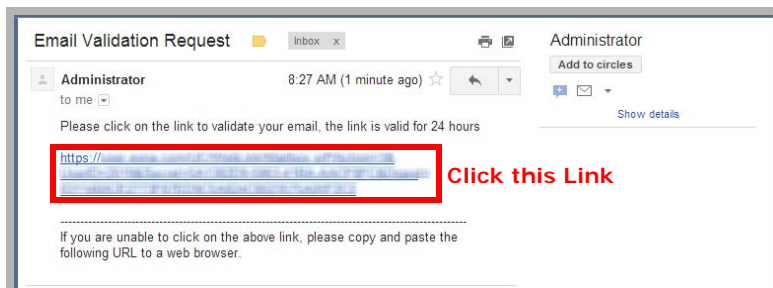
# Initial Setup

Once the installation is complete, the app must be directed to the corporate voice server to access the message data.

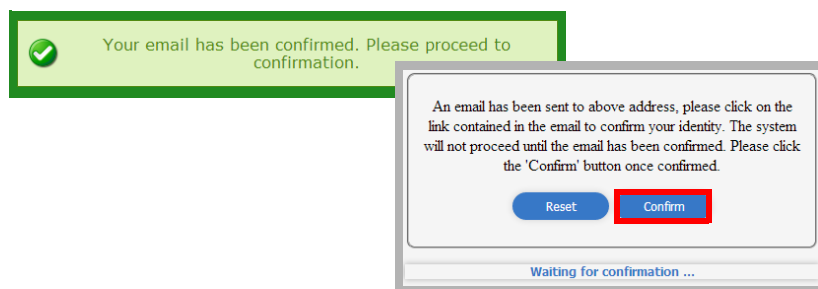
1. From the apps menu, click on iLink for Jive.
2. When prompted, enter the web accessible address for your corporate voice server in the space provided. Add the email address of the OfficeLinx / Esna Cloudlink mailbox that is to be linked to Jive.

Click **Verify** when ready.

3. An email will be sent to the selected address to confirm the connection. Using your regular email client, open the message and click the link it contains to verify the address.



4. Once the email has been sent, click **Confirm** in the Jive window.



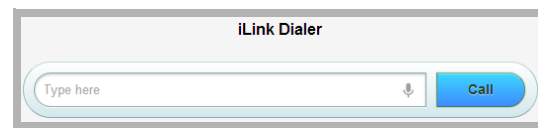
The Esna iLink for Jive installation and setup is complete.

To launch the program, open the **Apps** window in Jive, and click on the iLink for Jive icon. This will open the **iLink Dialer**.



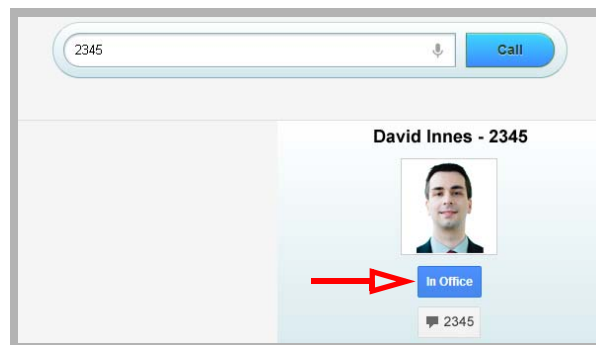
# iLink Dialer

The iLink Dialer is the starting point for interactions.  
Open the **Apps** menu, and select iLink for Jive.



## Placing a Call

In the space provided (**Type here**), enter the number or the extension of the person you wish to contact, then click **Call**.  
If the number is recognized by the voice server, the contact's picture and presence location will be shown in the window beneath the dialer.



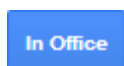
Your current default telephone device will ring. Once you answer, the voice server place the call to the contact.

**Hint:** The default telephone device is selected using other iLink client programs (e.g. iLink Pro, iLink Pro Desktop). The device can be your extension, a different extension, an off-site number, or a mobile device.

## Presence Location

The presence location is indicated beside the contact picture and is only active for members of the current company. Their current location is displayed, and their availability is shown by the color of the background.

**Blue means the contact is available.**



**Red means the contact is unavailable.**

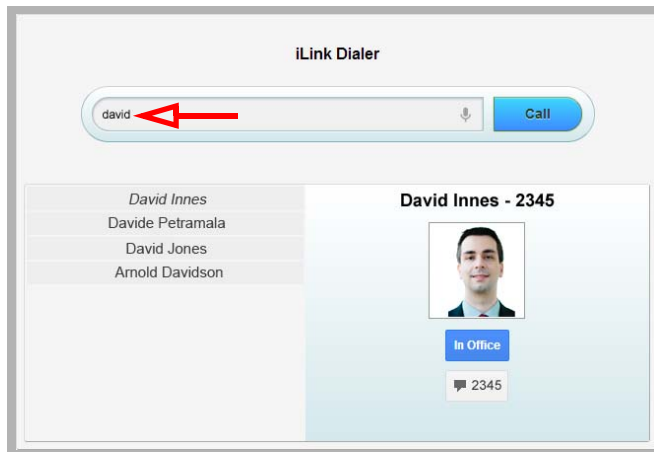


## Contact Search

If you do not know the extension or telephone number, the voice server database can be searched for matching contacts. Enter the person's **name** in the space provided and the app will display all matches. Matches that have a mailbox within the current domain appear *in italics*.

**Note:** A search can only be done using the person's name (first, last, or partial). Searching by telephone number or extension is not available.


Select the contact and their current presence location, their picture and number or extension will appear in the right-half of the pane. Click **Call** and your current default telephone device will ring. Once you answer, the voice server will place the call to the contact.

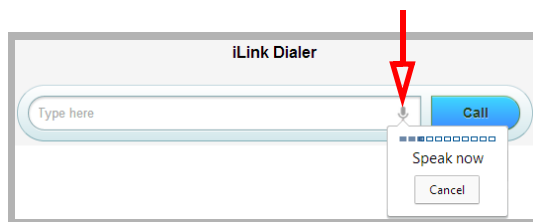


## Voice Enabled Search

**Note:** This feature is only available if the browser supports voice recognition, and it has been enabled and configured.

If your computer has a microphone configured and attached, the search can be performed using voice recognition.

Click the microphone icon  at the right end of the search text box. Say the name of the person you wish to call, and the speech recognition engine in the browser will return all matches.



Select the correct contact and their picture and number will appear to the right. Click **Call** and your current default telephone device will ring. Once you answer, the voice server will place the call to the contact.

# Voice and Fax Messaging

Voice messages and faxes that arrive in the mailbox will be automatically forwarded to the associated Jive account. Other types of messages, such as email, cannot be linked to Jive.

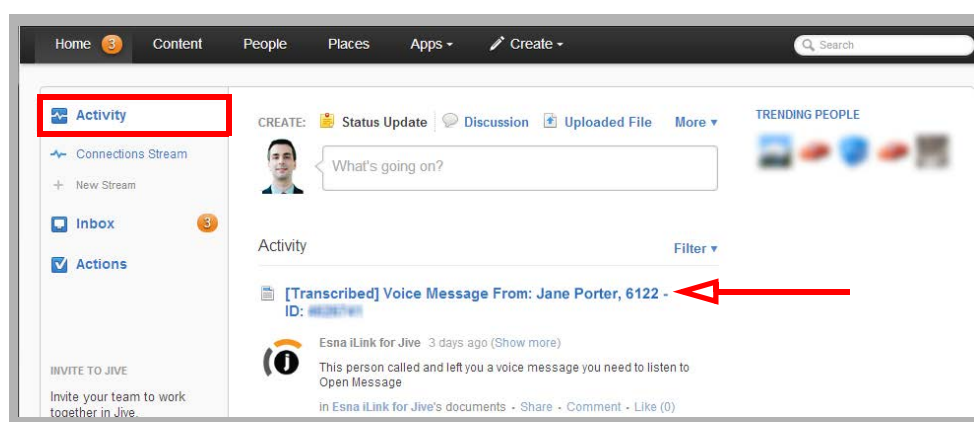
Within Jive, the messages will appear in both the **Activity** log and in the **Inbox**.

**Caution:** Messages are **not** synchronized between the voice server and Jive. Changes, replies or deletions made on one server will not be transferred to the other.

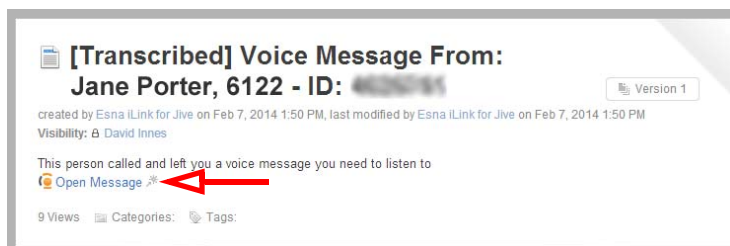
## Activity

Voice messages and faxes left in the voice server inbox appear in Jive's **Activity** log.

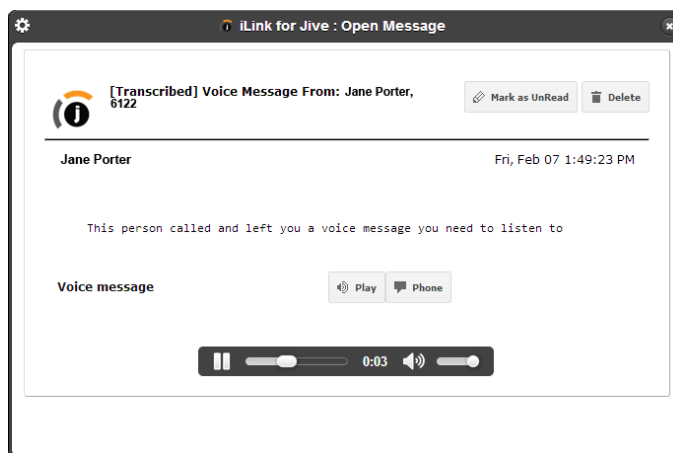
1. Click on the message header field to open the document.



2. At the document window, click **Open Message**.



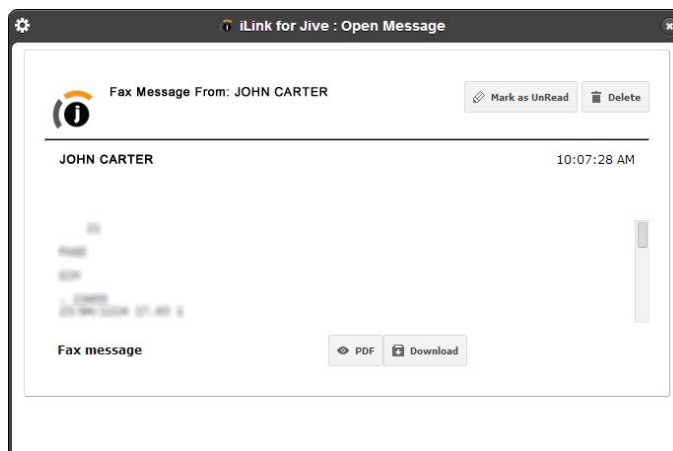
**3a. Voice Messages:** When the message opens, playback of the recording will start immediately.



**Play** - Clicking the Play button will restart playback from the beginning.

**Phone** - Use the Phone button to playback the message through your default telephone device. The device will ring and playback will begin once the call is answered.

**3b. Fax Messages:** Incoming fax messages are stored on the voice server in the TIFF format. Use one of the buttons to view the fax on the current machine.

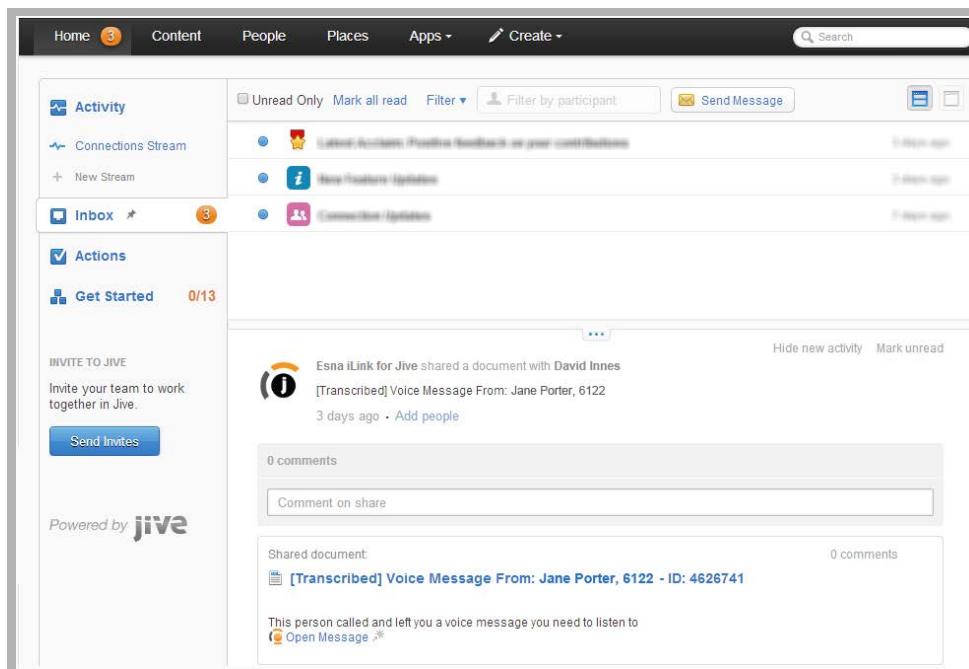


**PDF** - Click to view the fax message in PDF format using Adobe Acrobat.

**Download** - This button will save the document to a local drive using the TIFF format.

# Inbox

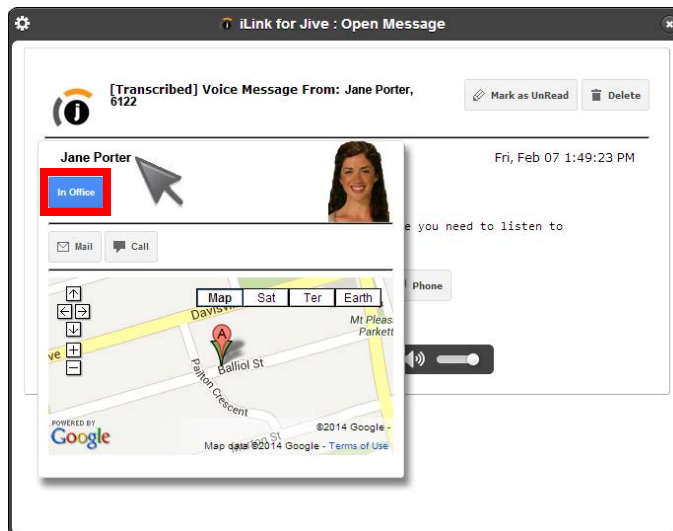
Voice messages and faxes left in the voice server mailbox appear in Jive's **Inbox**. Messages in the Inbox have a slightly different appearance than they do in the Activity log, but they behave in the same way.



Click the message header to open the document and continue with the remaining steps found under **Activity**.

## Viewing a Contact's Location

With a voice or fax document page open, move the mouse over the contact's name to display their current location and presence using Google Maps.



**Mail** - Click this button to open your default email client and create a new message. The contact's address will be filled in automatically. Enter a subject and the body of the message. **Send** the message when ready.

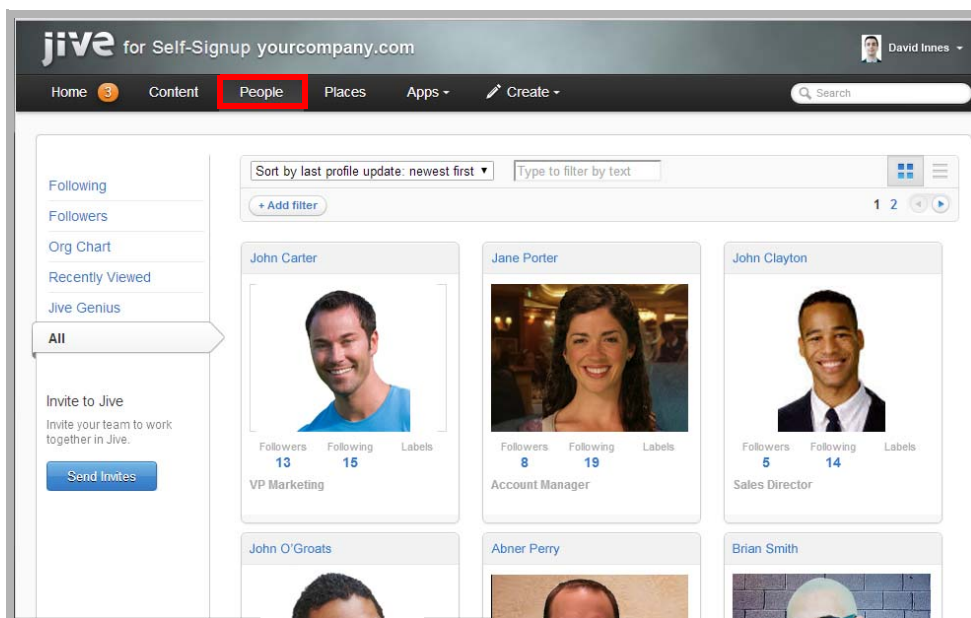
**Call** - This button will place a call to the contact through your default telephone device. The device will ring, and the call will be connected once answered.

**Note:** This feature will only function if the contact has tracking enabled on their account and on their remote device.

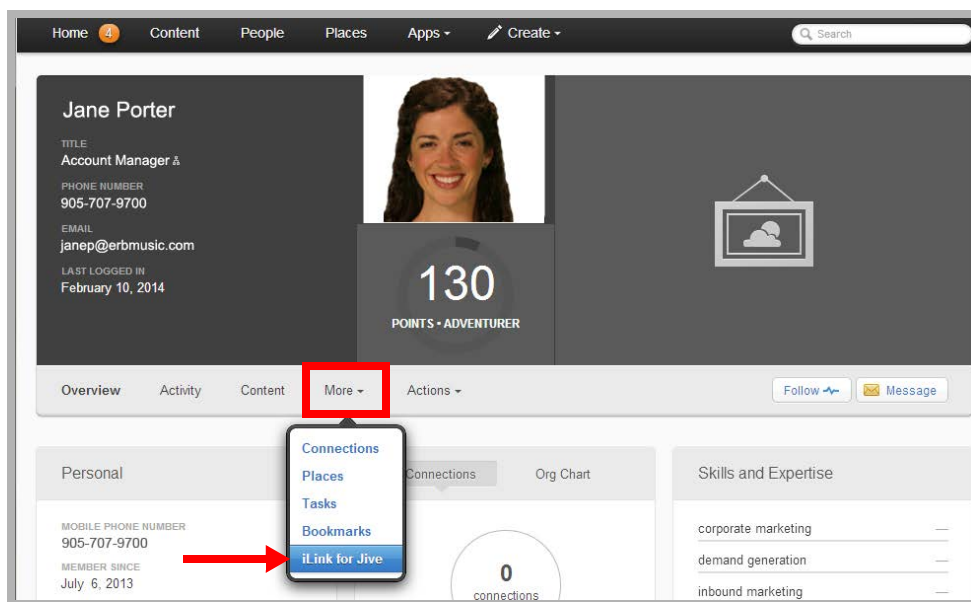
# Jive People

Esna iLink for Jive provides added functions through the **People** menu.

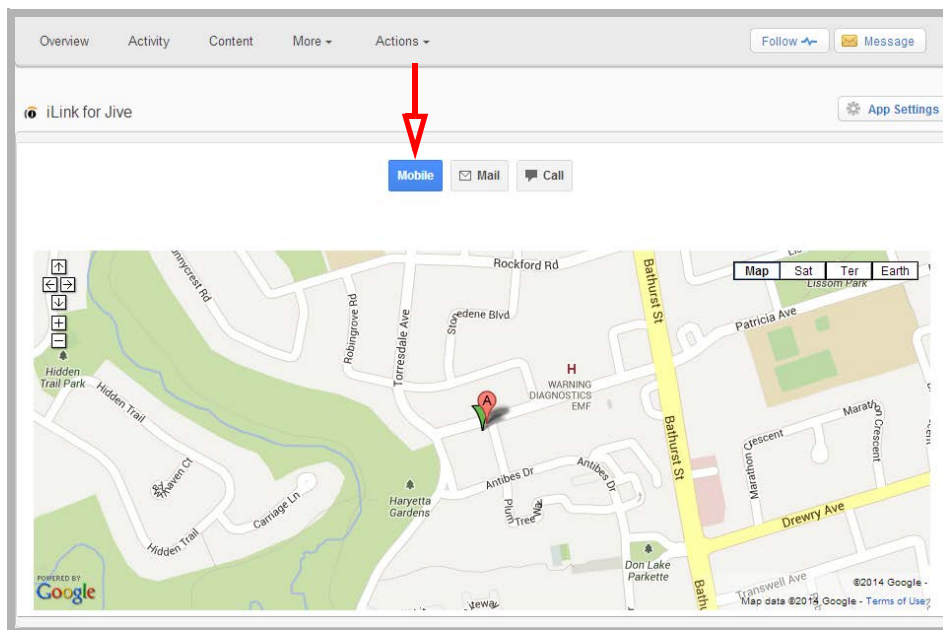
1. Click **People** to open a list of your Jive contacts.



2. Click on one of the contacts to open a page showing their details. Go to **More**, and click iLink for Jive.



3. The panel beneath the contact's details shows their current location using Google Maps. Their presence information is also shown here.




**Mail** - Click this button to open your default email client and create a new message. The contact's address will be filled in automatically. Enter a subject and the body of the message. **Send** the message when ready.

**Call** - This button will place a call to the contact through your default telephone device. The device will ring, and the call will be connected once answered.

**Note:** This feature will only function if the contact has tracking enabled on their account and on their remote device.

## Address Display

Clicking on the location pointer  on the map will display the contact's current location address.

