

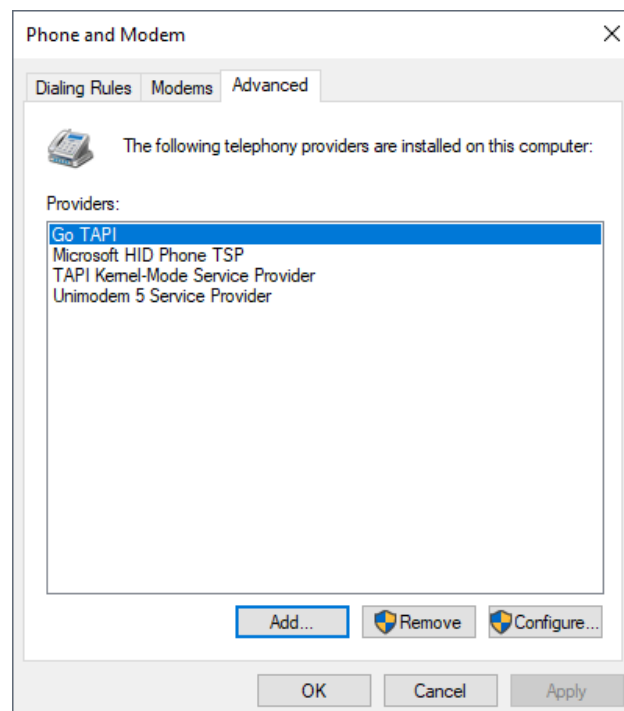


Cloud Voice - Go TAPI

Installation & Configuration

1 Installation

- Each end user will need to be able to access the Cloud Voice Portal – so will need their username and password to do this and
- The Go TAPI application will appear on the application page in the portal – You just need to click on the Go TAPI icon to download the TAPI driver and then click Install.
- Once the installation has completed, user will see the Go TAPI driver has been added to the list of telephony providers in Phone and Modem on the PC
(Control Panel > Phone and Modem > Advanced).
- If it is not showing then click on “Add”, Select it from the list and click “Add”.
- Important Note: If CRM Integrator is also installed on the end user’s PC you may see another driver “UCDial TAPI Driver”. Please select and Remove this to avoid any chance of interference.



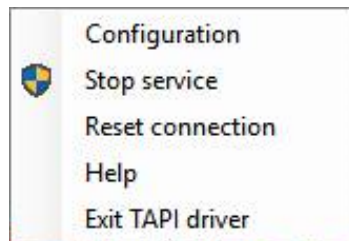
2 Configuration

TAPI Tray Monitor (TTM)

Once Go TAPI is downloaded the TAPI Tray Monitor is visible as a letter T in the PC system tray. It shows the current status of the Go TAPI connection at a glance. As well as providing the ability to configure Go TAPI and reset/restart the Go TAPI Service in the event of a problem



TAPI Tray Monitor Menu – click on the T and the menu appears



- Configuration: Launch's Go TAPI Configuration screen.
- Stop service: Stop the Go TAPI Service. This will also stop the Go TAPI connection to Cloud Voice platform. Press this if the TAPI Tray Monitor is coloured yellow and Reset Connection (below) did not fix the issue. Reset Connection should always be used prior to trying this option. Stop service requires Administrator rights.
- Start Service: Start the Go TAPI Service. Start service requires Administrator rights.
- Reset Connection: Resets connection to telephone system*. Press this if the TAPI Tray Monitor is colored yellow.
- Exit: Exit TAPI Tray Monitor.

TAPI Tray Monitor (TTM) Status Indicators



Red – Go TAPI Service is not in a Running state. Note: If in this state for a prolonged period of time, right click on the TTM and select Start Service.



Orange – TTM cannot connect to the Go TAPI service. Note: If in this state for a prolonged period of time, right click on the TTM and select Start Service.



Yellow – Go TAPI service is not connected to the Cloud Voice platform. Note: If in this state for a prolonged period, right click on the TTM and select Reset connection.



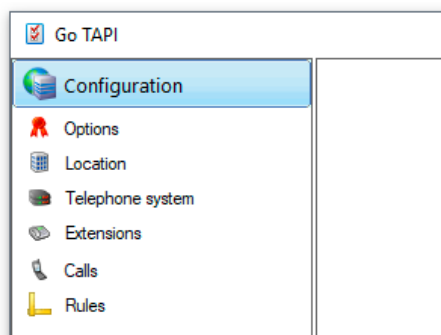
Blue– No TAPI compliant (Business) application is running on the PC or is not configured to use a specific line



Green–TAPI compliant (Business) application (e.g. Phone Dialer) is running and configured to use a specific line.

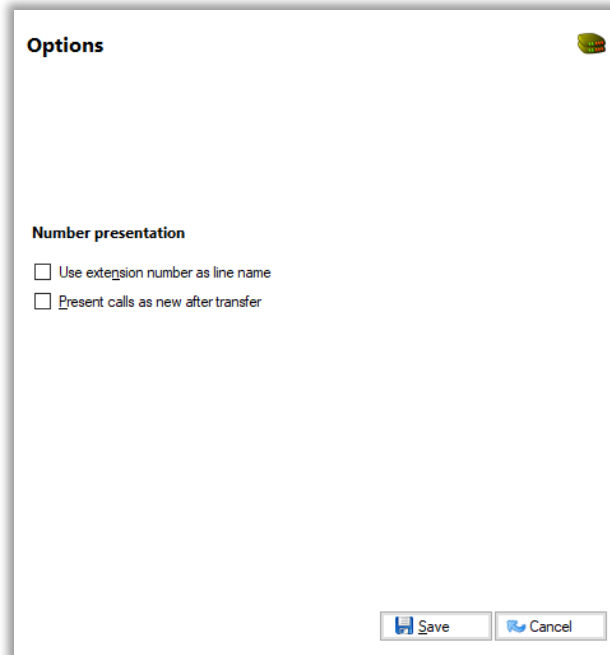
Configuration

To configure TAPI, right-click on the TAPI Tray Monitor 'T' and select 'Configuration' and the configuration menu screen appears



Options

- Use extension number as line name" if you would like the application to be presented with a username rather than a number.
- Some applications may not handle call transfers correctly (data changes on call). In such instances select the "Present calls as new after transfer". This causes the driver to present a transferred call as a new call.



Options

Number presentation

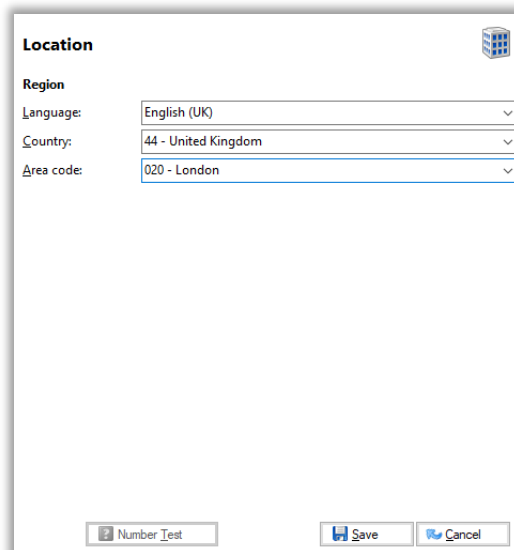
Use extension number as line name

Present calls as new after transfer

Save Cancel

Location

- Select 'Location' and enter the appropriate UK information



Location

Region

Language: English (UK)

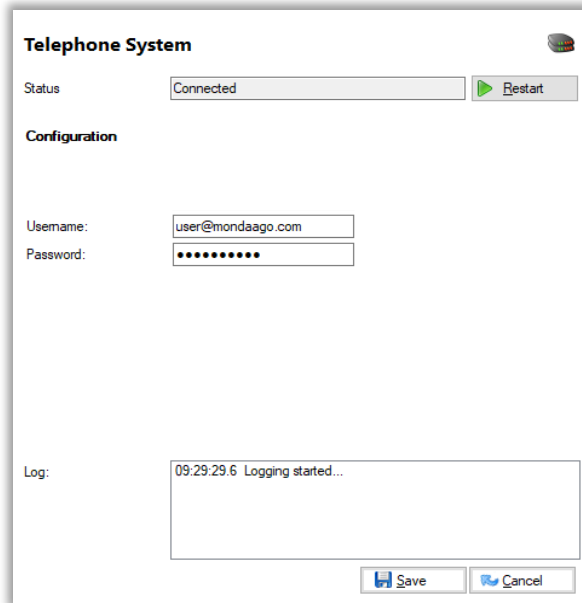
Country: 44 - United Kingdom

Area code: 020 - London

Number Test Save Cancel

Telephone System

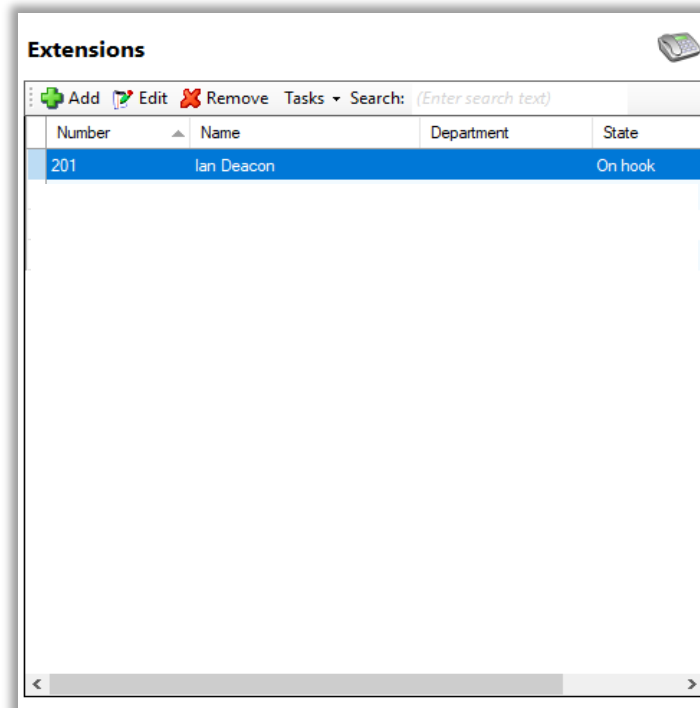
- Shows that Go TAPI is connected
- Please enter your Cloud Voice portal 'Username' and 'Password'



The screenshot shows a window titled "Telephone System". At the top, the status is "Connected" with a "Restart" button. Below is a "Configuration" section with fields for "Username" (containing "user@mondaago.com") and "Password" (masked with dots). At the bottom, there is a "Log" area showing "09:29:29.6 Logging started..." and "Save" and "Cancel" buttons.

Extensions

- To confirm the device is being monitored, click on the extensions tab and the device (extension) will show as "On hook".



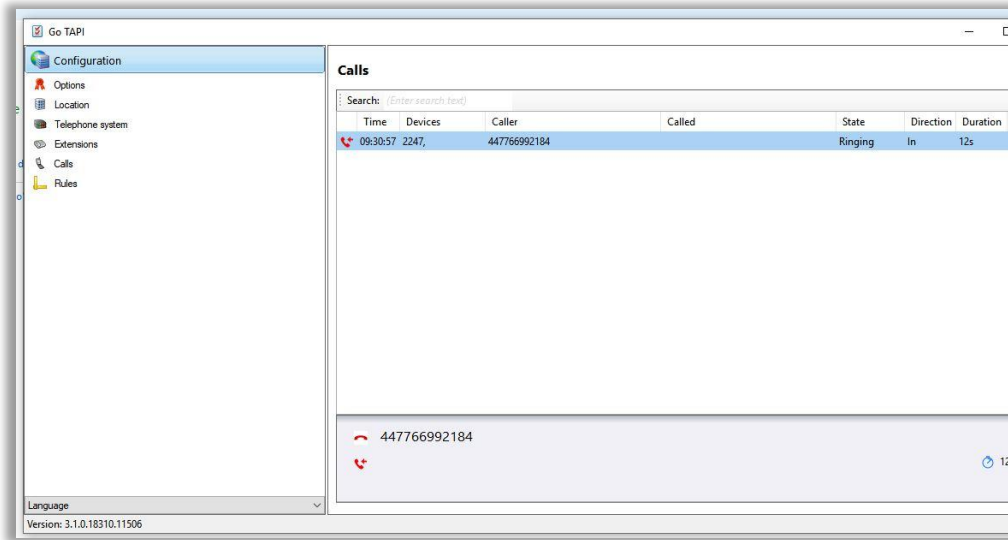
The screenshot shows a window titled "Extensions" with a toolbar containing "Add", "Edit", "Remove", "Tasks", and "Search: (Enter search text)". Below the toolbar is a table with the following data:

Number	Name	Department	State
201	Ian Deacon		On hook

3 Checking Go TAPI is working

To check the installation is working correctly the following steps can be followed:

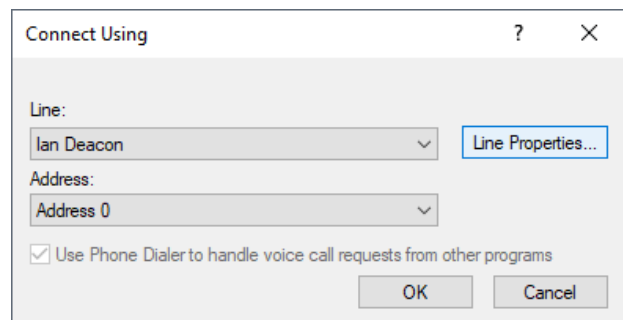
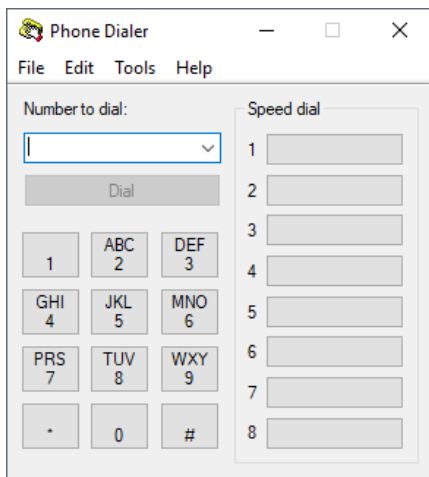
- Select the "Calls" option from the menus and make a call to the extension being monitored. The call should appear in the Calls menu (see screenshot)



If you are having issues with you CRM system working with Cloud Voice a Windows Phone Dialer can be used to prove that the TAPI driver is working. It is TAPI compliant program that is shipped with Microsoft Windows. Hence can be used as a test application.

Steps to test the GO TAPI driver:

- Open the Phone Dialer program (search for "Dialer" from Windows Start menu)
- From the "Tools" menu select "Connect Using" and select the CV line you wish to control (this will probably already be connected)
- If a call can then be made it is showing that the GO TAPI driver is working. If a call cannot be made then this suggests an issue with the download/config



Once you have proven the Go TAPI driver is working you know that the issue is with the CRM system and therefore can speak to your CRM supplier.

If the Windows Phone Dialer does not work, then there has been an issue with the GO TAPI installation, so please repeat the installation steps. If after this the issue continues then please contact the Cloud Voice Service team for assistance