



RINGNINE

**PC INTEGRATION (TAPI)**

**MODULE**

**Version 1.020906**

## **Module 6**

*The purpose of this module is to describe how to download and install the VoIP TAPI (Telephony Application Program Interface) available in the Ring 9 Web Portal.. TAPI is a standard program interface that lets you and your computer "talk" over telephones or video phones to people or phone-connected resources elsewhere in the world. TAPI integration allows TAPI-enabled programs, such as Microsoft Office, to dial through the system. This section explains how you can set up and use Microsoft Outlook to use TAPI to dial phone numbers using your IP telephone.*

*NOTE: Although Outlook is used as the example, this information can also be applied to other TAPI-enabled applications.*

*The following topics will step you through the PC integration process:*

- o Installing the TAPI software through the Web Portal*
- o Configuring Windows so that Outlook can use TAPI*
- o Configuring Outlook to use the IP telephone number*
- o Using TAPI to call from Outlook*

### **PC (TAPI) Integration**

#### **Installing the TAPI Support Software**

To install and set up the TAPI 2.1-compliant software, use the following steps:

1. Start Web Portal.
2. Click the Options tab.
3. Click the PC Integration tab.
4. Click Install TAPI Service Provider to begin the installation process. (See Figure 1 below)
5. Select a method for the installation and click OK. This procedure uses the Save option so that the program can be reinstalled if needed again. (See Figure 2 below)

NOTE: The IP address shown in the location notice will be the IP address of the web server the Web Portal is connected to.

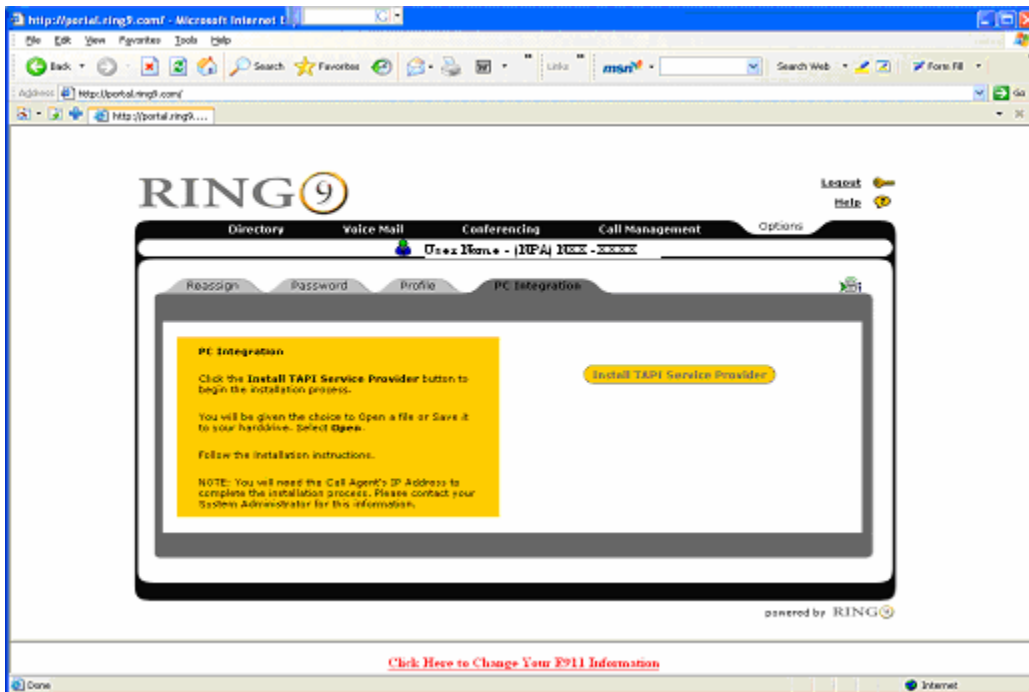


Figure 1 – Install TAPI Service Provider

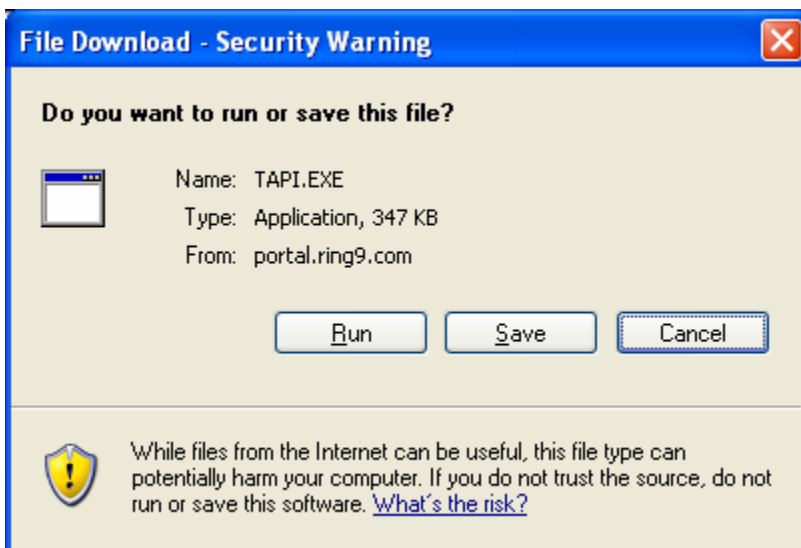
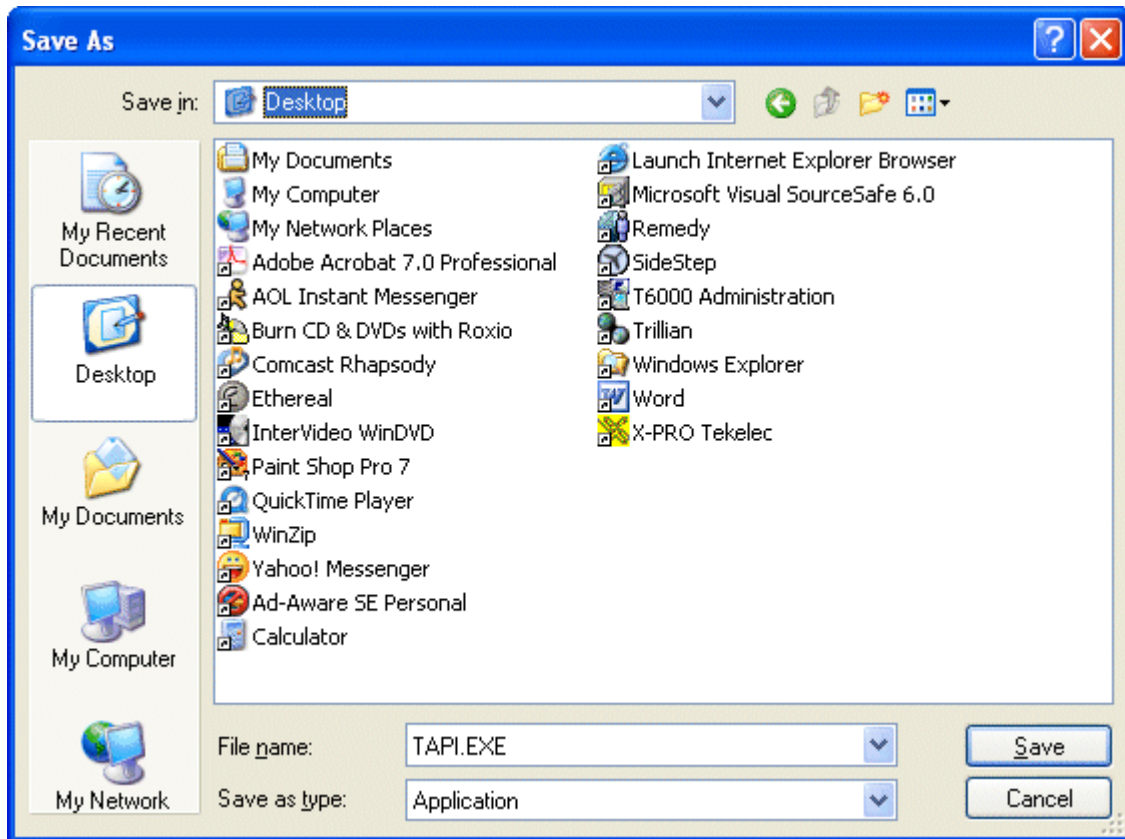
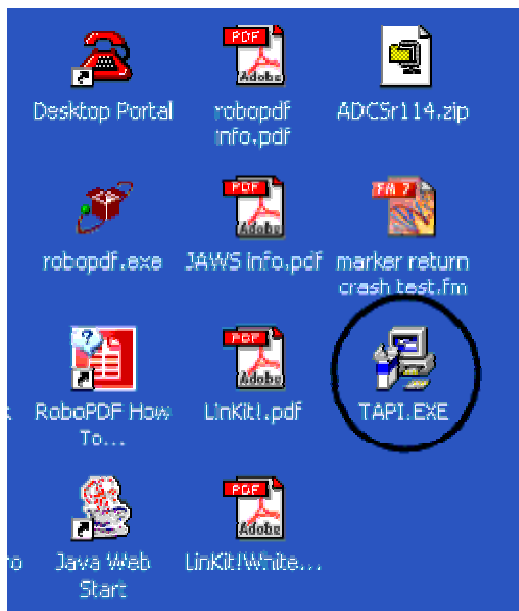


Figure 2 – How to install TAPI

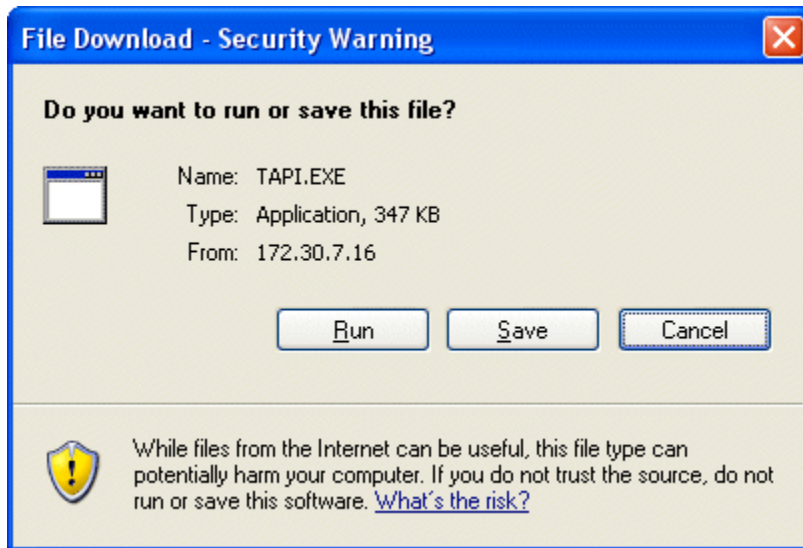
6. Choose where to save the TAPI.EXE file and click Save. This example saves it to the desktop to be easy to find.



- Find the TAPI.EXE file (shown here on the PC desktop) and double click it to run the install program.



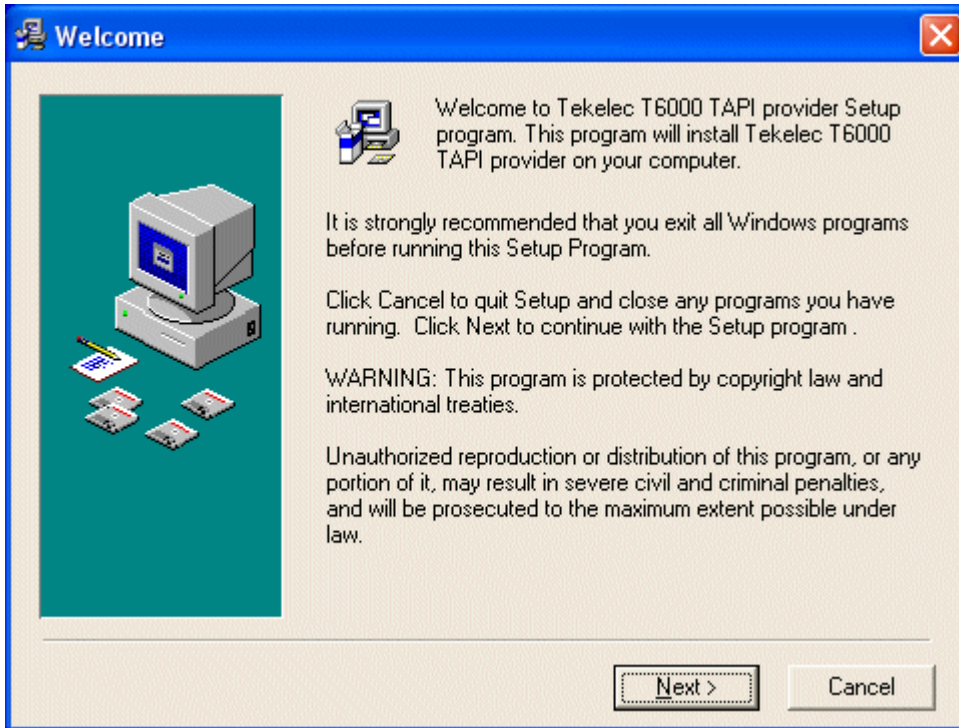
- When you run the program, a message may appear stating that the executable is from an unknown publisher. Click Run to continue the installation.



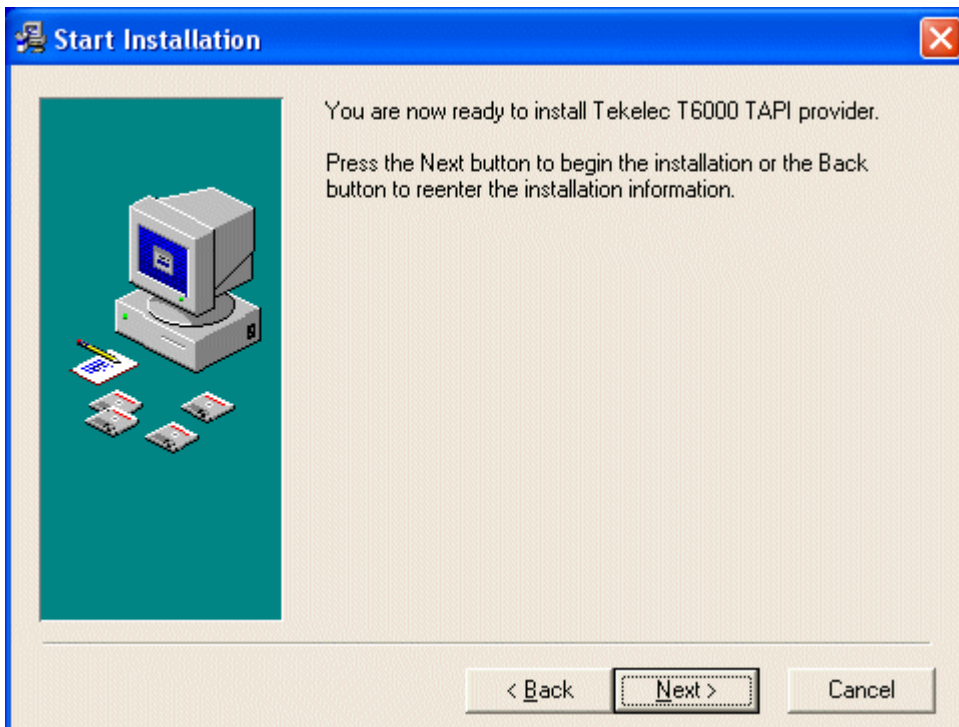
- The next prompt asks you to confirm whether or not you want to run the TAPI software. Click Run.



- The Install Shield wizard will start. Click Next in the Welcome dialog box to install the TAPI program.



11. Click Next to start the installation.



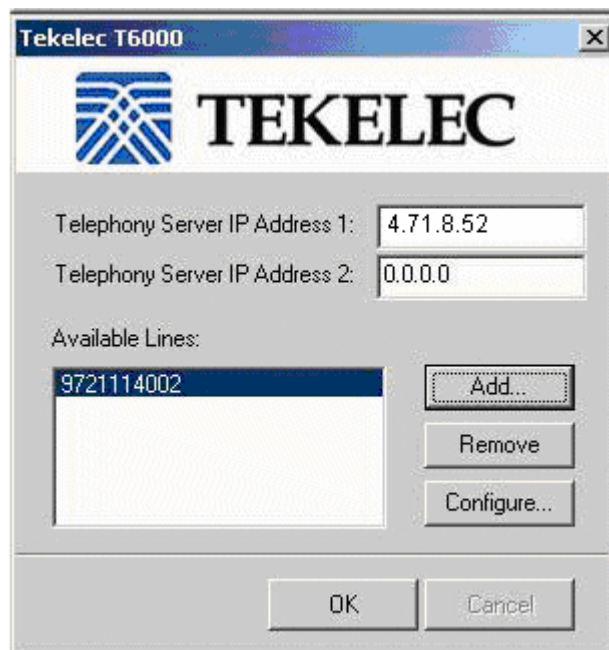
12. The next dialog box shows the progress of the installation.

NOTE: A dialog box may appear while the Installation dialog is still running. Do NOT click Cancel or the close icon when the dialog box appears. You will be returning to this dialog box after completing two steps.

13. When the dialog box appears while the Installing dialog box continues to run, do the following:
  - a. Enter the IP addresses of the servers as provided by your system administrator in the Telephony Server IP Address 1 and 2 fields.

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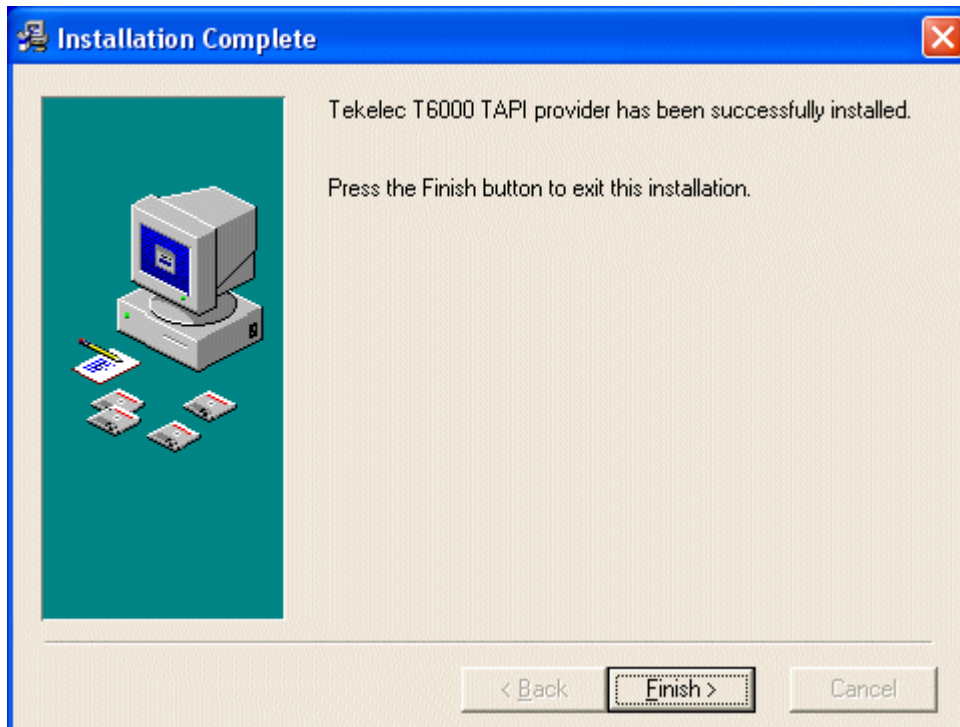
- b. Click Add to add your telephone number (the one that will be used with the TAPI-enabled program [such as Outlook]).



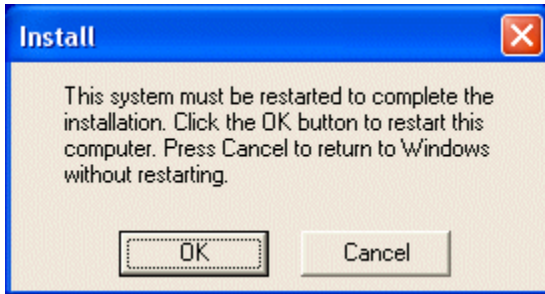
14. Enter your telephone number and password and click OK.



15. Click OK in the dialog box.
16. Click Finish in the Installation Complete dialog box to complete the TAPI program installation.



17. The final prompt states that the PC must be rebooted for the changes to take effect.



NOTE: Before you can dial from the TAPI-enabled program, you must [configure Windows for TAPI](#) and [configure Outlook \(or other dialing program\)](#) to use the IP telephone line.

## Configuring Windows for TAPI

For TAPI-enabled programs to be able to dial using the TAPI Service Provider, Windows must be configured correctly to be able to use the proper line, get an outside line, and dial correctly.

### General Information

The following notes apply to all TAPI-enabled programs:

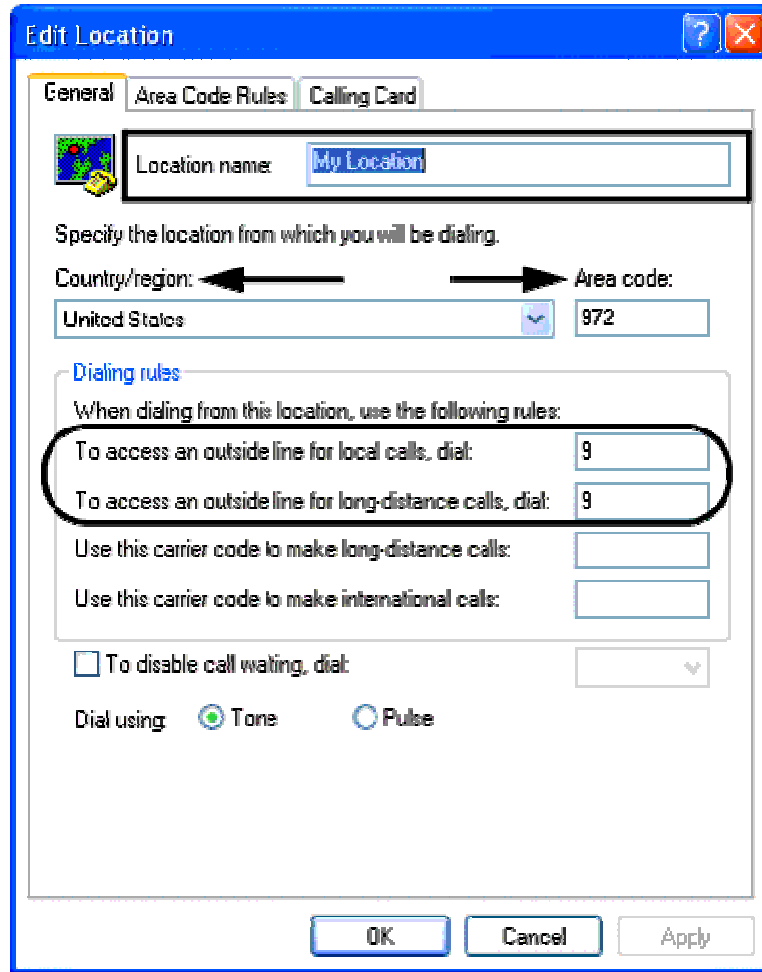
- The program must be set to use the Tekelec T6000 Telephony Service Provider that must be installed on your PC.
- The access codes required for outside calls (usually 9 or 8) must be configured.
- Instructions for handling area codes and, if necessary, 10-digit dialing must be configured.

## Setting Up TAPI

Use the following steps to set up TAPI 2.1-compliant Service Provider in Windows. These steps are from Windows 2000. Other Windows versions should be similar.

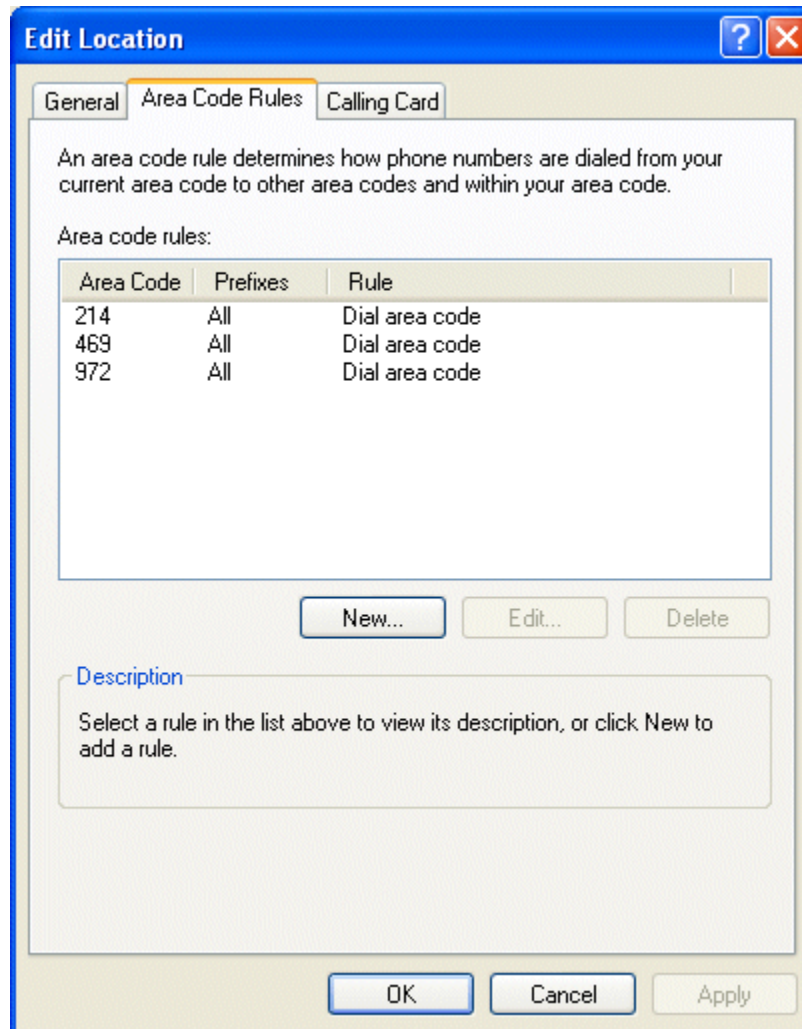
1. Click Start, Settings and Control Panel to open the Control panel window.
2. Double click Phone and Modem Options (circled).





5. Click Apply.
6. Click the Area Code Rules tab and do one of the following:
  - a. Click New to add an area code to the list.
  - b. Highlight an existing entry and click Edit to make changes.

NOTE: If you have never configured Phone and Modem Options for your Windows computer, the Area Code Rules field will be empty. If you have setup Phone and Modem Options before for any device or application, the previously entered information will be displayed.



7. Enter the three-digit area code in the Area Code field for each area code where you have special rules that need to apply - such as dialing all 10 digits within your area code or having multiple area codes that are not long distance - by filling in the necessary information in the New/Edit Area Code Rule dialog box.

NOTE: Depending on whether you clicked New or Edit, the dialog box will say either New Area Code Rule or Edit Area Code Rule. If you clicked Edit, the area code you highlighted will be displayed in the Area Code field.

**New Area Code Rule**

This area code rule will only apply to calls made to the area code and prefix combination you specify below.

Area code you are calling:  Area code Prefix  
 Area code:  X-XXX-XXX-XXXX

**Prefixes**

Specify the prefixes to be used for this area code rule.

Include all the prefixes within this area code  
 Include only the prefixes in the list below:

Prefixes to include:

**Rules**

When dialing phone numbers that contain the prefixes above:

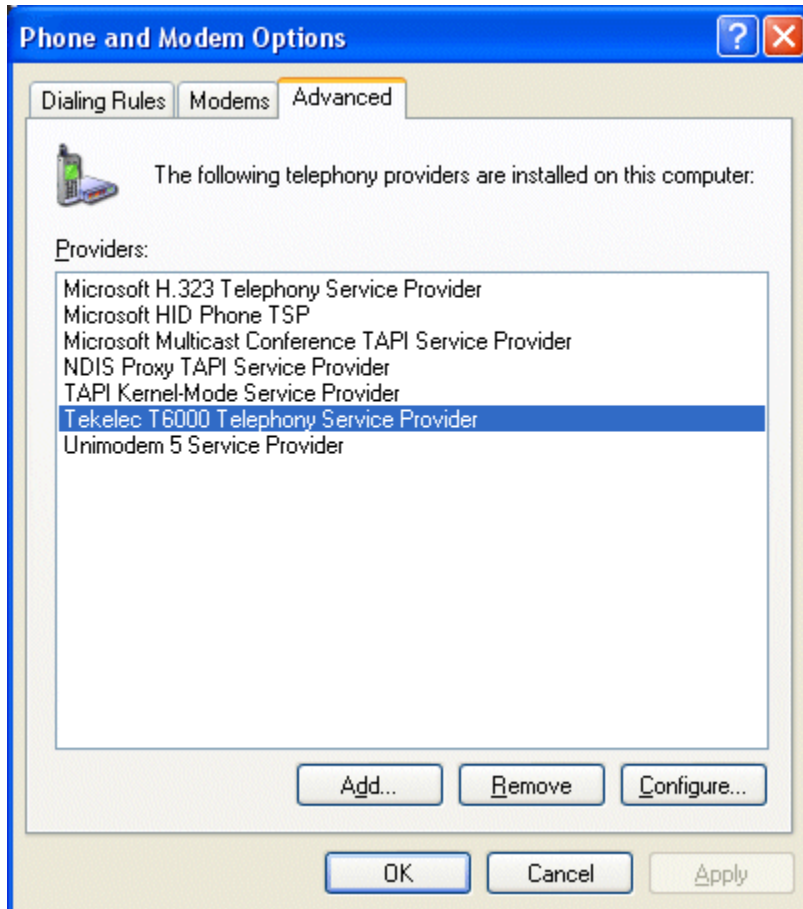
Dial:   
 Include the area code

Example: Residents in the Dallas area have three area codes (shown in the Edit Locations), must dial the entire 10-digit number for all calls and do not need to dial 1 before making calls to any of those three area codes. As a result, the information in the Edit Area Code Rule box for 214 is set as follows:

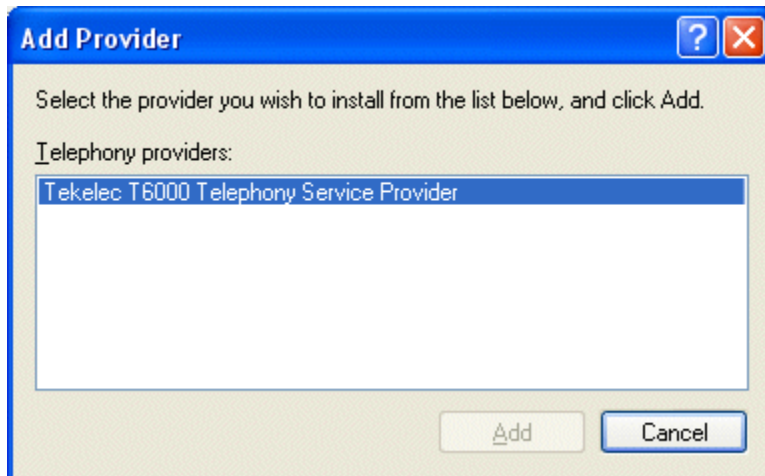
- o "Include all the prefixes within this area code" is selected.
  - o "Dial 1" is unchecked.
  - o "Include the area code" is checked.
8. Click Apply when the information is correctly set and do one of the following:
- . Click New to add another area code to the list.
  - a. Highlight another existing entry and click Edit to make changes.
  - b. Click Calling Card if you use a calling card for calls, then select the type of calling card you use and fill in the appropriate fields.

**NOTE:** If you need additional information about using Calling Card, please consult the Windows on-line help from the Start menu.

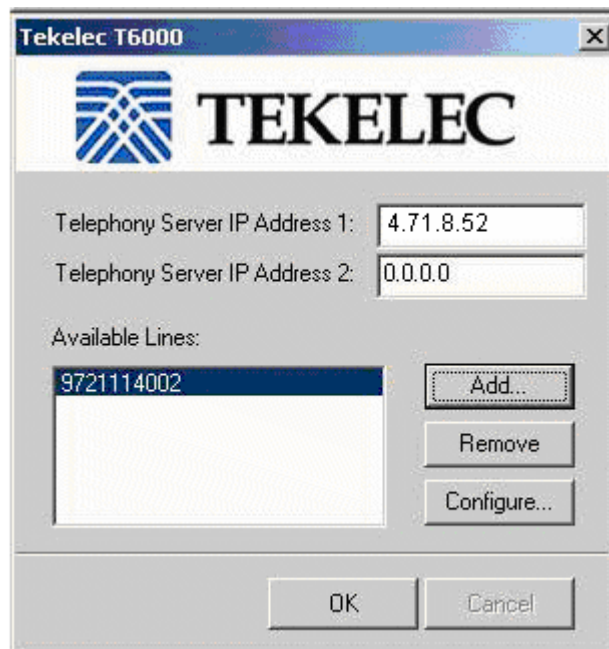
9. When you are finished entering information in the New Location or Edit Location dialog box, click OK to accept the dialing properties and close the dialog box. Return to the Phone and Modem Options dialog box.
10. Click the Advanced tab to see the list of available telephone providers.



11. If you completed the VoIP setup as part of the TAPI install from Web Portal, you should see the Tekelec T6000 Telephony Service Provider and you can skip to ["Configuring Outlook to Use TAPI"](#).
12. If you did not complete the VoIP setup as part of the TAPI install from Web Portal, click Add to open the Add Provider dialog box.



13. Select the listed service provider and click Add.
14. If a Telephony configuration dialog box appears, do the following:
  - . Enter the IP addresses of the Call Agent servers as provided by your system administrator in the Telephony Server IP Address 1 and 2 fields.
  - a. Click Add to add your telephone number (the one that will be used with the TAPI-enabled program [such as Outlook]).



15. Enter your telephone number and password and click OK.



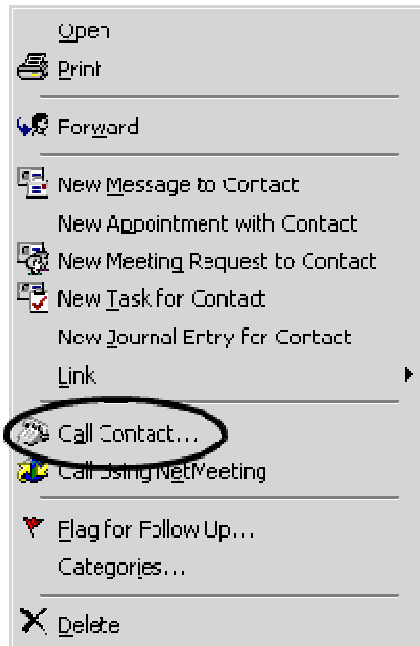
16. Click OK in the dialog box to return to the Phone and Modem Options dialog box.
17. Click Close in the Phone and Modem Options dialog box.

Windows is now configured to allow users to make calls from their contacts, but the TAPI-enabled program must be configured to use the IP phone line for dialing. For information on configuring the program to use the IP phone line for dialing, go to ["Configuring Outlook to Use TAPI"](#).

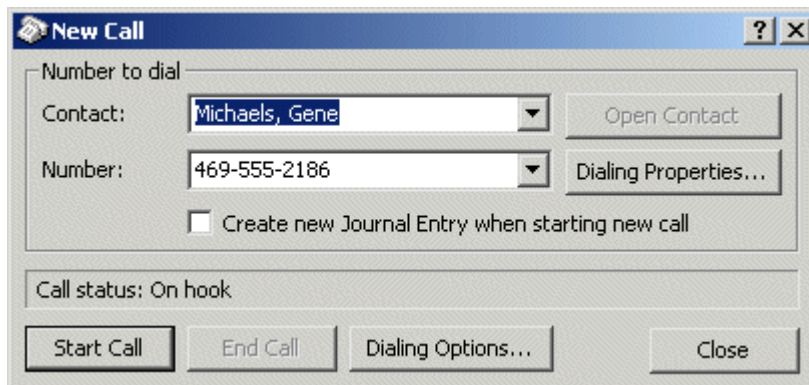
### **Configuring Outlook to Use TAPI**

To configure Outlook or another TAPI-enabled program to dial using the VoIP system, use the following steps:

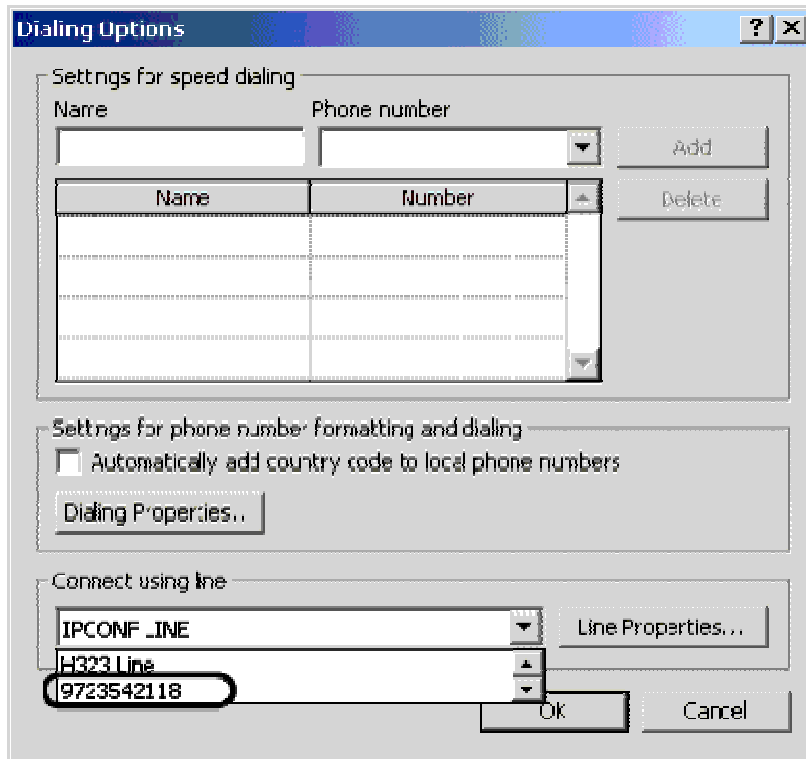
1. If not already running, start Outlook (or the TAPI-enabled application).
2. Click the Contacts icon to switch to the Contacts listing.
3. Right click any contact to bring up the Actions pop-up menu.



4. Click Call Contact on the menu (circled in the previous screen) to open the New Call dialog box.



5. Click Dialing Options to open the Dialing Options dialog box.
6. Click on the drop-down menu in the Connect using line field and scroll down any entries until you find your telephone number (circled).



7. Select your telephone number and click OK to return to the New Call dialog box.
8. You may call this contact or close the New Call dialog box.

Outlook (or your TAPI-enabled application) is now configured to place calls using your IP telephone number.

### **Using TAPI to Call from Outlook**

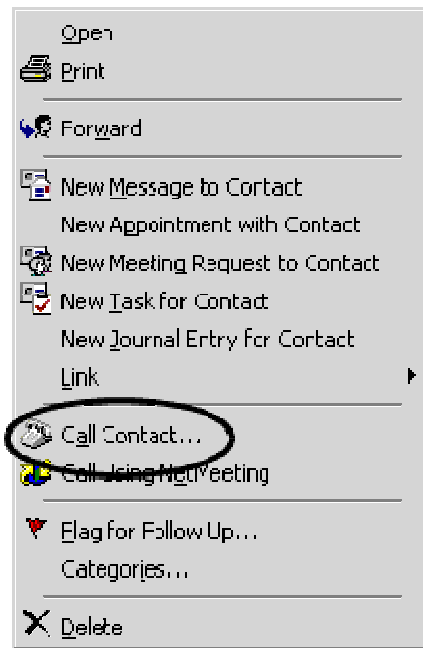
Once you have configured Outlook or another TAPI-enabled program to dial using the VoIP system, you can place calls through your telephone from the application. You must be connected to the same network that your phone is connected to for TAPI-enabled dialing to work with your IP phone.

This example uses Outlook, but other TAPI-enabled programs will be similar. The application documentation or online help should have information on making calls using the TAPI functionality.

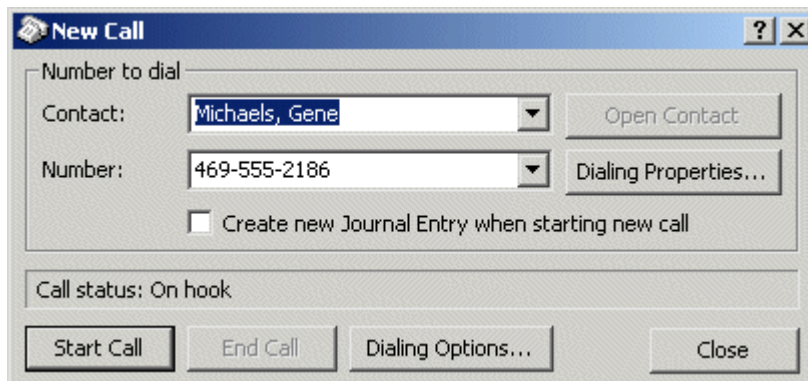
To place a call from Outlook, use the following steps:

1. Start Outlook (if not already running).
2. Click the Contacts icon to switch to the Contacts listing.

3. Right click on the contact you wish to call to bring up the Actions pop-up menu.



4. Click Call Contact on the menu (circled in the previous screen) to open the New Call dialog box.



5. Click Start Call to dial the telephone number displayed in the Number field.

NOTE: You cannot call four-digit extensions from Outlook. A complete 7- or 10-digit phone number must be used.

TIP: Always check to be sure you have the correct number selected before starting a call. If you have multiple phone numbers entered for the person you are calling, you must use the drop-down list to select the number to call.

6. The speaker on your telephone should be activated and you should hear ringing or a busy signal as the call is connected to the dialed number.
7. If the person you called answers, carry-on the conversation in the usual manner.

NOTE: Do NOT click the Close button or icon in the New Call dialog box while carrying on a conversation on the speakerphone (if available on your phone). Closing the New Call dialog box while using the speakerphone will end the call immediately. Minimize the New Call dialog box or, if you need to close the dialog box, pick up the handset. Picking up the handset moves control of the call to the physical phone from the computer under Outlook and TAPI.

8. End the call by hanging up the handset, pressing the speaker button or clicking the Close button or icon in the New Call dialog box.