Setup innovaphone ipva for TAPI CTI connections with ilink TeamCall for Salesforce.com

TeamCall Salesforce.com connects with an innovaphone ipva PBX through the innovaphone Tapi Service Provider (TSP). The following steps describe how to setup the ivpa PBX for 3rd party Tapi connections in order to provide a CTI link for TeamCall. You can find the comprehensive innovaphone documentation about Tapi setup here:
http://wiki.innovaphone.com/index.php?title=Reference8:TAPI_Service_Provider

Prerequisites:
   A. the ipva has to be fully setup, with trunk connection and station devices, and in operation
   B. please mind that the ipva has to be licensed in order to provide uninterrupted connection to ilink TeamCall Salesforce.com service via Tapi

Note: ilink is not responsible for innovaphone Tapi and its setup. If you have questions or need assistance for that, please contact your innovaphone reseller.

The ipva setup for a TAPI CTI link is performed in three steps.

Step 1 - settings on the ipva
   ▪ login as administrator („admin")
   ▪ select „PBX Administration" tab

a) create a TAPI user

- in the „Objects" tab create a new object "User": select "User" in the pull-down menu (upper left) and click „show"; existing user objects are displayed
- then click "new": a pop-up window with the pre-selected tab "General" opens in a new browser window or tab. Add the following entries:
- in „Long Name" enter „tapi"
- in „Name" enter „tapi"
- in „Password" enter a passwort
- in „retype Password" retype the password
- in „Node" select „root" (which is the default)
- in „PBX" select the ipva PBX (default)
- in section „Devices" enter „tapi" in the first field „Hardware Id"
- then click „OK"; the pop-up window closes

b) Create a TAPI group and assign it to the Tapi user
  - in „PBX" / „Objects": select the row with new created user „tapi" and click „+" in the „Groups" column. A pop-up window opens.
  - select „new" and enter the group name „tapi"
  - activate the checkbox for „Active"
  - and select „Static" in the pull-down menu to the right
  - then click „OK"; the pop-up window closes

c) Grant TAPI user additional rights
  - in „PBX" / „Objects": again, select the row with new created "tapi" user and click „+" in „Rights" column. Pop-up opens, select „Groups/Call Forwards Only" in the pull-down
  - then click „OK"; the pop-up closes

d) Assign all ipva station devices to be used for CTI (=TeamCall Salesforce.com) to the TAPI group

- select „PBX" / „Objects"
- a list of devices is displayed. To select a device which you want to use for CTI (Tapi), click "+" in the column "Groups"; a pop-up opens
- select „tapi" in the pull-down menu left to „Active
- select „Static" in the pull-down menu right to "Active" (default)
- then click „OK", the pop-up closes
- repeat previous steps for all other ipva devices which you want to use for CTI

10.   innovaphone Virtual Appliance

| General | Interfaces | IP4 | IP6 | Services | **PBX** | Gateway | Maintenance |

| Config | **Objects** | Registrations | Calls | SOAP | myPBX | Dyn-PBXs |

| User ▼ new |
| show |
| • demolab12 |

Long Name	Name «	No «	HW-ID «	Node «	PBX «	Filter «	Groups «	CF* «	Fork «	Config «	Phone «	Profile «	Visibility «	Rights
demolab12	demolab12	*1		root	demolab12		+	+						
Inno341	Inno341	341	Inno341	root	demolab12		tapi	+	+		+	+	+	+
Inno342	Inno342	342	Inno342	root	demolab12		tapi	+	+		+	+	+	+
Inno343	Inno343	343	Inno343	root	demolab12		tapi	+	+		+	+	+	+
SIP	sip	0	sip	root	demolab12		+	+						
Switchboard	switchboard	*2	switchboard	root	demolab12		switchboard*	+	+		+	+	+	+
tapi	tapi		tapi	root	demolab12		tapi*	+	+		+	+	+	cf-grp

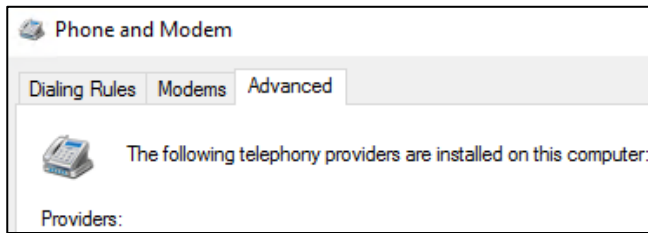| tapi ▼ | Active ☐ | Static ▼ |
| Add Group |
| (new) |
| ▼ | Active ☐ | Static ▼ |
| OK | Cancel | Apply | Help |

When you're done with all CTI devices, you have finished your ipva setup for Tapi. Proceed with step 2.

Step 2 – settings on the CTI host system (Windows only)
- login as administrator
- install the innovaphone TSP
- after the installation: open the "Phone and Modem" settings from the Windows „Control Panel"

- select the tab „Advanced" and click „Add…". The innovaphone TSP configuration menu appears:
- in the section „PBX" in „Master": enter the IP or host name of your ipva PBX
- in „Account": enter „tapi"
- in „Password": enter the password for your Tapi user (see previous step) and click „Verify"
- the message „Please select a valid User Account" is displayed – confirm with "Ok" and proceed
- in the section „TAPI User": select "tapi" in pull-down „Username"
- in the section „TAPI Line Names": select „Number"
- then select the section „Modifier": „Show full E.164 Numbers" and „Map PBX Devices to Lines" (default)
- click „Verify"; the message „TAPI can't see any trunk. ..." appears
- confirm with „OK" and proceed
- click „OK"
- again, the message „TAPI can't see any trunk. ..." appears
- confirm with „OK" and proceed
- the message „Configuration not validated – save anyway?" appears
- confirm with „Yes"
- the config menu of innovaphone TSP closes; the tab "Advanced in „Phone and Modem" now shows the innovaphone TSP.

The setup for innovaphone Tapi is now complete. The name of the innovaphone TSP ist "TSP8.tsp".

Step 3 – verify your ipva Tapi link
- You should verify if the Tapi service provider is available before you proceed with ilink TeamCall for Salesforce.com installation (which is not covered in this guide)
- Use Windows "Phone Dialer" and perform an outbound call
  - if the call is successful, innovaphone Tapi works
  - if the call fails, your innovaphone Tapi setup needs to be fixed
    - check your settings from steps 1 and 2 and retry the outbound call with Phone Dialer
    - if that fails again, please contact your innovaphone reseller in order to troubleshoot

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About ilink

Since 1990 ilink has been developing software solutions and offering products and services for Unified Communications (UC) to its partners and customers. In addition to our standard UC products for telephony and audio integration, ilink customers especially rely on our software for enterprises and contact centers. With a close focus on customer requirements, our individual solutions intelligently link state-of-the-art UC systems in the datacenter and in the cloud.

With over 25 years of excellence in the implementation of ambitious projects, ilink delivers outstanding know-how through its strong Professional Services team.
ilink Kommunikationssysteme GmbH is an independent and internationally operating company operating in Berlin, Germany, and is an innovaphone Technology Partner. You are welcome to contact our friendly Professional Services team for further information about our innovaphone integration solutions.

<u>Contact</u>
Mail: info@ilink.de
Phone: +49-30-28526-0
Web: https://www.ilink.de/en/products

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