

# Go TAPI – User Guide and Information

## **Overview**

Go TAPI expands on our ability to integrate the JolaPhone service into more Business/CRM systems. Go TAPI is standalone application distinct and separately licensed to Go Integrator.

Go TAPI enables telephony integration by providing a first party TAPI driver for TAPI 2.0 compliant applications. Go TAPI and Go Integrator can be used simultaneously on the same PC.

TAPI itself is a Microsoft defined API and stands for Telephony Application Program Interface. It allows a PC to monitor and control extensions on WHC whilst providing a TAPI interface to a TAPI compliant application. This application can then use telephony features such as screen popping and click to dial.

## **Technology Availability**

This application is available on the following WHC technologies:

- Centrex Users
- Functional – Desktop only
- Fixed - All
- Mobile - All
- SIPT Users
- Functional – Desktop only
- Fixed - All
- Mobile - All

Note: For SIPT users, internal calls between PBX users that do not pass through the JolaPhone platform and so will not go to the app. Customers are advised to complete additional testing when deploying the Go TAPI application for SIPT Users to ensure the required functionality for external calls works as expected with the PBX.

\*Devices set up as shared devices to the primary device cannot be controlled.

## **Application Description- Go TAPI**

Go TAPI provides adds a 2.0 TAPI driver to any PC using a Microsoft Windows operating system. This driver can be used to connect to a TAPI compliant application using version 2.0. With TAPI integration, the driver simply provides call information to the business application and it is the business application that provides the integration features. We strongly recommend you contact the business application provider to find out what integration features are supported.

This application supports the following TAPI features and functions:

No.	TAPI function	Supported	No.	TAPI Function	Supported
1	lineAccept	YES	74	lineReleaseUserUserInfo	NO
2	lineAddProvider	YES	75	lineRemoveFromConference	NO
3	lineAddToConference	NO	76	lineRemoveProvider	YES
4	lineAgentSpecific	NO	77	lineSecureCall	NO
5	lineAnswer	YES	78	lineSendUserUserInfo	NO
6	lineBlindTransfer	YES	79	lineSetAgentActivity	NO
7	lineCallbackFunc	NA	80	lineSetAgentGroup	NO
8	lineClose	YES	81	lineSetAgentMeasurementPeriod	NO
9	lineCompleteCall	NO	82	lineSetAgentSessionState	NO
10	lineCompleteTransfer	YES	83	lineSetAgentState	YES
11	lineConfigDialog	YES	84	lineSetAgentStateEx	NO
12	lineConfigDialogEdit	NO	85	lineSetAppPriority	NO
13	lineConfigProvider	YES	86	lineSetAppSpecific	NO
14	lineCreateAgent	NO	87	lineSetCallData	YES
15	lineCreateAgentSession	NO	88	lineSetCallParams	NO
16	lineDeallocateCall	YES	89	lineSetCallPrivilege	NO
17	lineDevSpecific	NO	90	lineSetCallQualityOfService	NO
18	lineDevSpecificFeature	NO	91	lineSetCallTreatment	NO
19	lineDial	YES	92	lineSetCurrentLocation	NO
20	lineDrop	YES	93	lineSetDevConfig	NO
21	lineForward	YES	94	lineSetLineDevStatus	NO
22	lineGatherDigits	NO	95	lineSetMediaControl	NO
23	lineGenerateDigits	YES	96	lineSetMediaMode	NO
24	lineGenerateTone	NO	97	lineSetNumRings	NO
25	lineGetAddressCaps	YES	98	lineSetQueueMeasurementPeriod	NO
26	lineGetAddressID	NO	99	lineSetStatusMessages	NO
27	lineGetAddressStatus	YES	100	lineSetTerminal	NO
28	lineGetAgentActivityList	NO	101	lineSetTollList	NO
29	lineGetAgentCaps	NO	102	lineSetupConference	YES
30	lineGetAgentGroupList	NO	103	lineSetupTransfer	YES
31	lineGetAgentInfo	NO	104	lineShutdown	YES
32	lineGetAgentSessionInfo	NO	105	lineSwapHold	YES
33	lineGetAgentSessionList	NO	106	lineTranslateAddress	YES
34	lineGetAgentStatus	YES	107	lineTranslateDialog	Yes
35	lineGetAppPriority	NO	108	lineUncompleteCall	NO
36	lineGetCallInfo	YES	109	lineUnhold	YES
37	lineGetCallStatus	YES	110	lineUnpark	YES
38	lineGetConfRelatedCalls	NO	111	phoneCallbackFunc	NA
39	lineGetCountry	YES	112	phoneClose	NO
40	lineGetDevCaps	YES	113	phoneConfigDialog	NO
41	lineGetDevConfig	NO	114	phoneDevSpecific	NO
42	lineGetGroupList	NO	115	phoneGetButtonInfo	NO

43	lineGetIcon	YES		116	phoneGetData	NO
44	lineGetID	NO		117	phoneGetDevCaps	NO
45	lineGetLineDevStatus	YES		118	phoneGetDisplay	NO
46	lineGetMessage	YES		119	phoneGetGain	NO
47	lineGetNewCalls	YES		120	phoneGetHookSwitch	NO
48	lineGetNumRings	NO		121	phoneGetIcon	NO
49	lineGetProviderList	YES		122	phoneGetID	NO
50	lineGetProxyStatus	NO		123	phoneGetLamp	NO
51	lineGetQueueInfo	NO		124	phoneGetMessage	NO
52	lineGetQueueList	NO		125	phoneGetRing	NO
53	lineGetRequest	NO		126	phoneGetStatus	NO
54	lineGetStatusMessages	NA		127	phoneGetStatusMessages	NO
55	lineGetTranslateCaps	YES		128	phoneGetVolume	NO
56	lineHandoff	NO		129	phoneInitialize	YES
57	lineHold	YES		130	phoneInitializeEx	YES
58	lineInitialize	YES		131	phoneNegotiateAPIVersion	NO
59	lineInitializeEx	YES		132	phoneNegotiateExtVersion	NO
60	lineMakeCall	YES		133	phoneOpen	NO
61	lineMonitorDigits	YES		134	phoneSetButtonInfo	NO
62	lineMonitorMedia	NO		135	phoneSetData	NO
63	lineMonitorTones	NO		136	phoneSetDisplay	NO
64	lineNegotiateAPIVersion	YES		137	phoneSetGain	NO
65	lineNegotiateExtVersion	YES		138	phoneSetHookSwitch	NO
66	lineOpen	YES		139	phoneSetLamp	NO
67	linePark	YES		140	phoneSetRing	NO
68	linePickup	YES		141	phoneSetStatusMessages	NO
69	linePrepareAddToConference	NO		142	phoneSetVolume	NO
70	lineProxyMessage	NA		143	phoneShutdown	NO
71	lineProxyResponse	NA		144	tapiGetLocationInfo	YES
72	lineRedirect	YES		145	tapiRequestMakeCall	NO
73	lineRegisterRequestRecipient	NO				

### **TAPI Integrations**

Go TAPI is known to have previously worked with the business systems listed at the following link:

- <https://bt.gointegrator.com/crm-integrations/windows?language=en>

Once you land on this page, click on the TAPI tab at the top of this page to see the TAPI compliant applications previously known to work with the driver. Please note; this doesn't mean it won't work with other TAPI compliant business applications and there is no restriction for trying it with these other applications.

TAPI compliant applications often require additional licenses from the application provider to enable the telephony integration features. The end customer should always check requirements with supplier of their business application.

## **Hardware & Software Description**

In order to successfully install and use this application, the following installation and licensing requirements should be met:

### **Firmware Version**

Operating System - Windows

Version - 3.0.13

### **Operating System**

This application can be deployed on a Microsoft Windows operating system.

### **Hardware Requirements**

The hardware requirements for the PC client can be viewed from the following link:

- <https://gointegrator.com/page/10/291/uk>

### **Software Requirements**

During installation of Go TAPI, the following third-party software will be installed on the PC:

- Microsoft .Net 4.5

### **Network and Firewall Requirements**

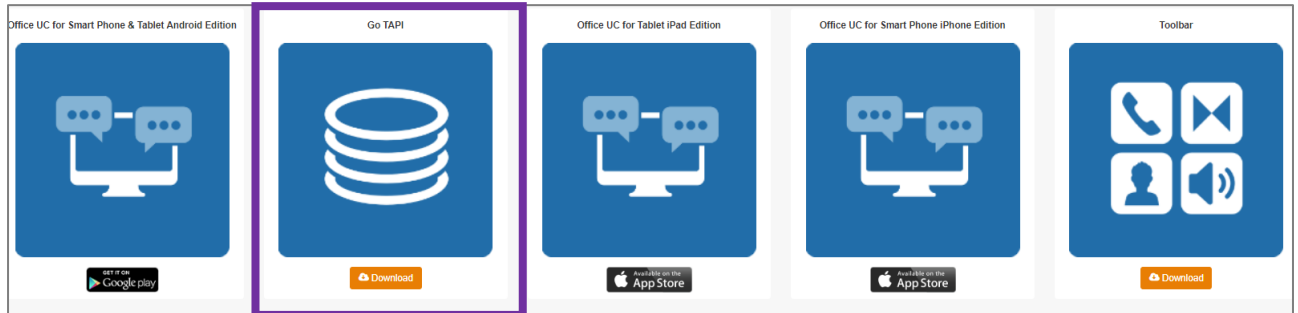
You may need to allow outbound access for the following on your firewall:

<b>Application</b>	<b>Protocol</b>	<b>Destination</b>	<b>Destination Port</b>
Go TAPI	XSi over HTTPS	applications.yourwhc.co.uk	TCP 443
		193.113.10.12	
		193.113.11.12	
Go TAPI Downloads	HTTPS	downloads.yourwhc.co.uk	TCP 443
		193.113.10.27	
		193.113.11.27	
Go TAPI License Check	HTTPS	ccusage.yourwhc.co.uk	TCP 443
		193.113.10.13	
		193.113.11.13	

Please note, the configuration client (ucconfig.exe) uses TCP to connect with Go TAPI Broadworks service on 127.0.0.1 over port 21050.

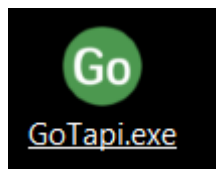
## Download and Installation - Windows

Once you have provisioned the Add-On and the User has received their welcome email, they can now download the application from the Business Portal.

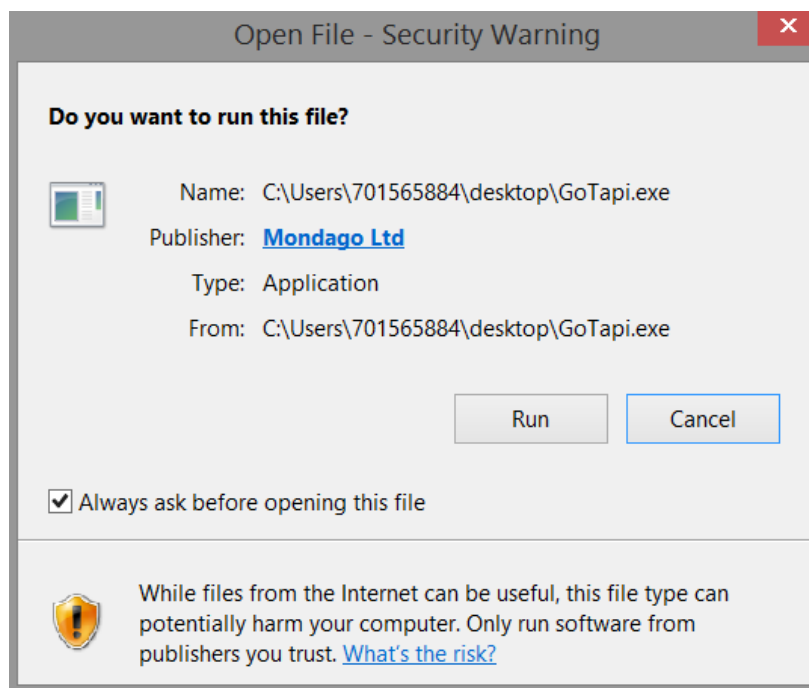


Once this has been downloaded, please follow the steps below:

- Ensure you have administration rights enabled before you to install software then double-click the 'Go TAPI Installer' icon that has been downloaded to your PC>



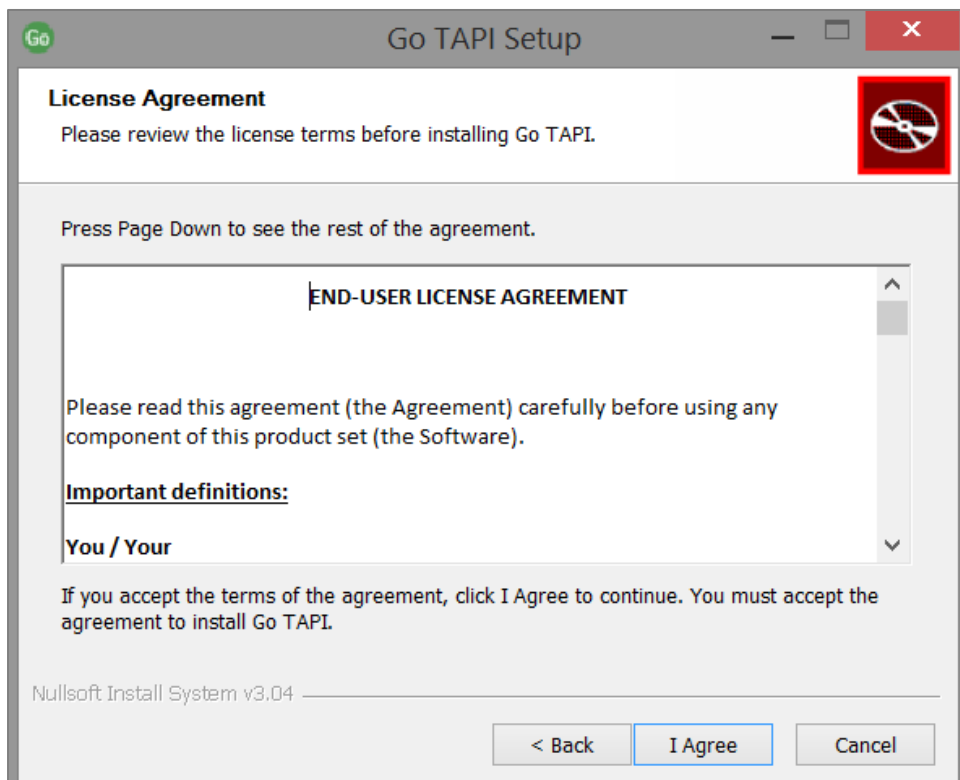
- Click on the Run button:



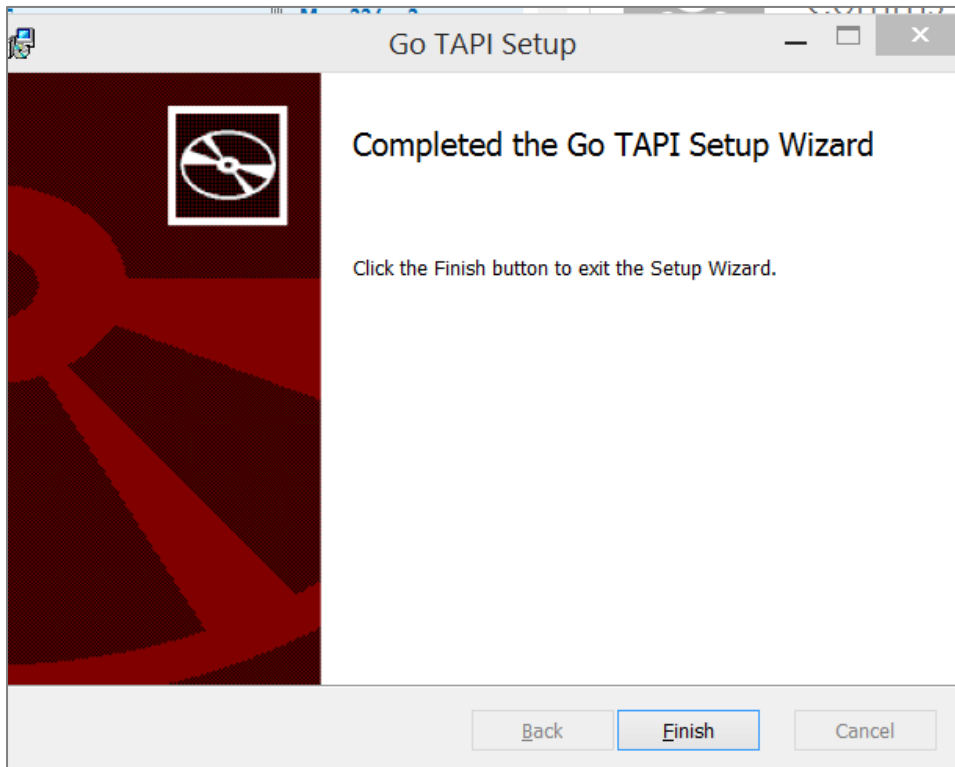
- Click on the Next button:



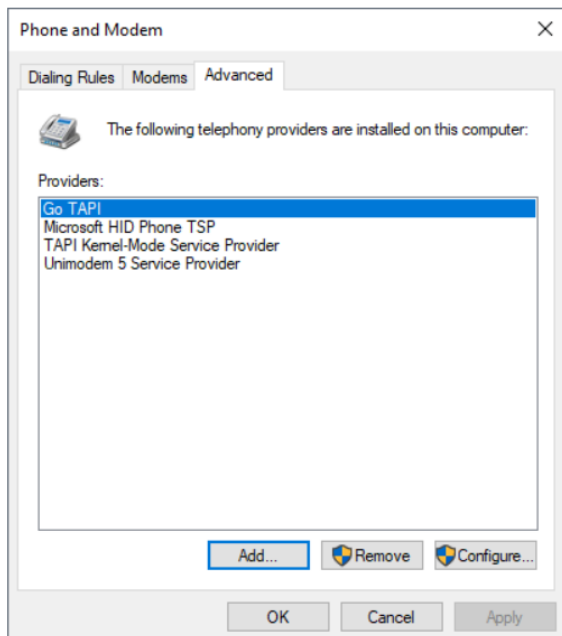
- Click on the I Agree button:



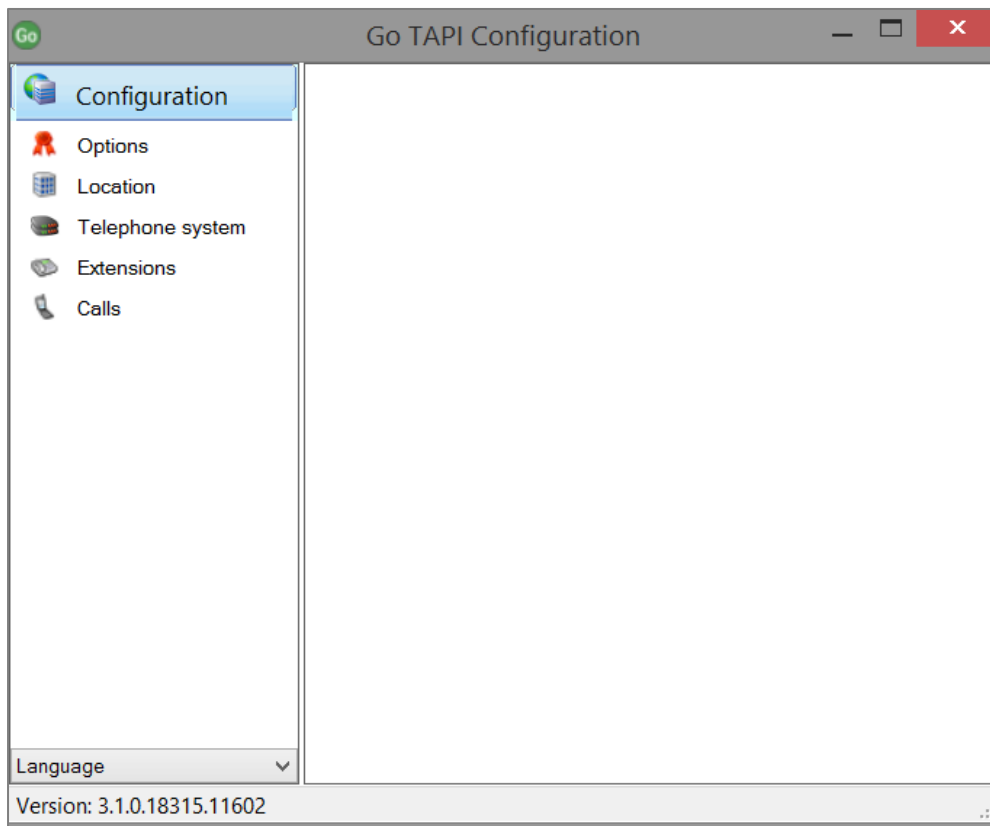
- Click on the Finish button to complete the installation:



Once the installation has completed, you will see that Go TAPI has been added to the list of telephony providers in Phone and Modem (Control Panel > Phone and Modem > Advanced).



You should also see the TAPI Tray Monitor icon has appeared in the system tray. To configure TAPI, right-click on the TAPI Tray Monitor and select Configuration. The screen below will be presented and configuration can begin.

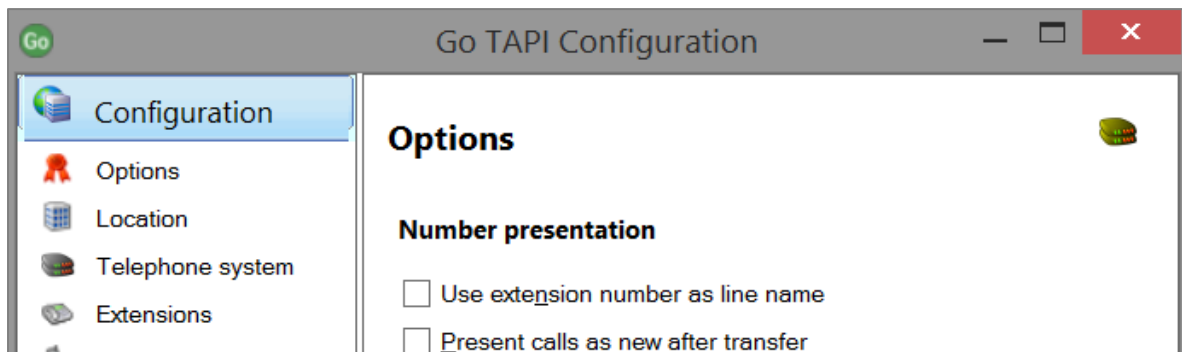


Please note:

- To start the Go TAPI Service this requires PC administrator rights.
- In some instances Remote Access Connection Manager may interfere with Go TAPI so it is advisable to disable the service.
- It is advisable to reboot the PC after installation has completed.

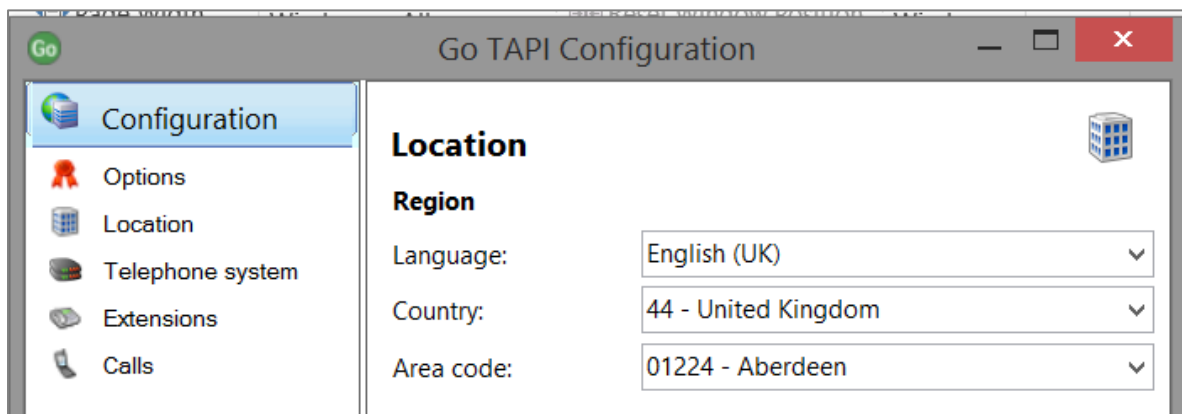
## Configuration

This section will guide you through the process of Installing and configuring Go TAPI. Select the **Options** link from the left hand menu of the Go TAPI Configuration pop-up:



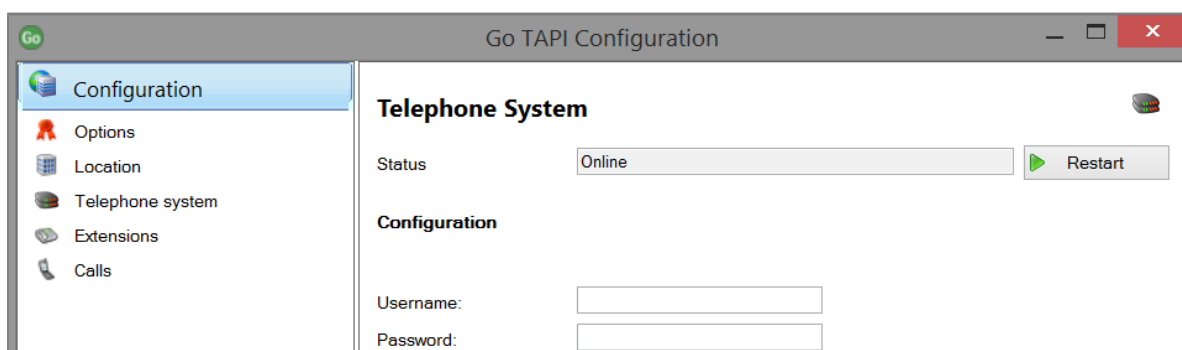
Select **Use extension number as line name** if you would like the application to be presented with a username rather than a number as some applications may not handle call transfers correctly (data changes on call). In such instances select the **Present calls as new after transfer**, this causes the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

Select the **Locations** link from the left hand menu of the Go TAPI Configuration pop-up:



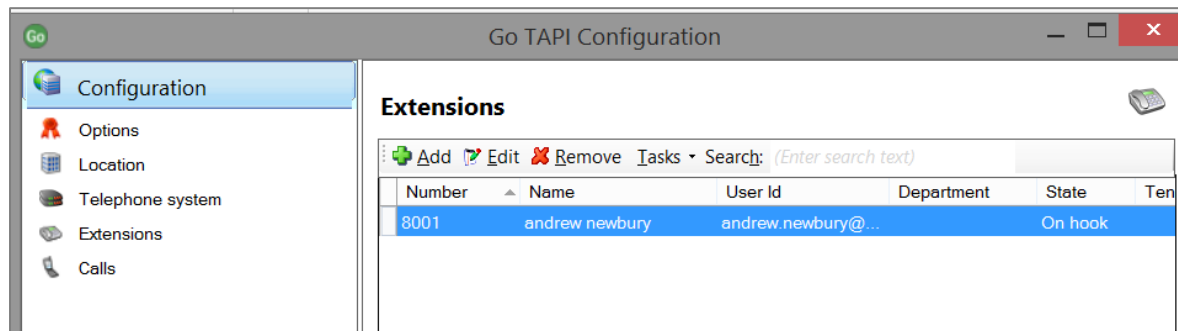
Select the correct option from the **Area code** section, note you can type in the area code to quickly find what you are looking for, followed by **Save**.

Select the Telephone system link from the left hand menu of the Go TAPI Configuration pop-up:



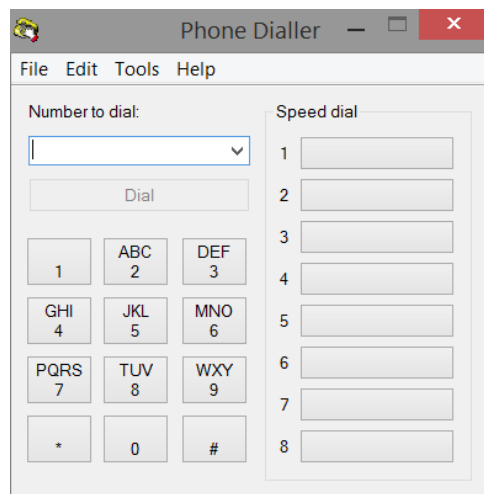
Enter your Application Username and Password which you can get from the **Phone Management Portal** under the **Applications** section, followed by Save.

Select the **Extensions** link from the left hand menu of the Go TAPI Configuration pop-up to confirm the device is being monitored, the device (extension) will show as **On hook**.

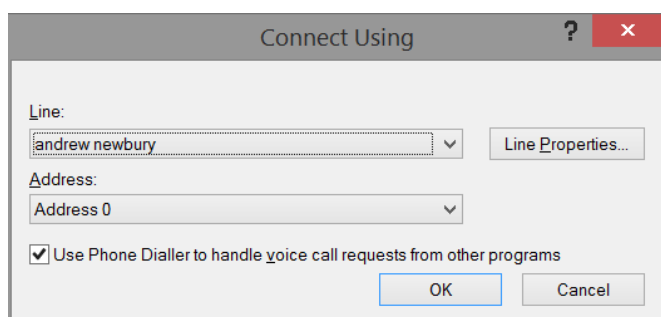


The driver is now configured, and the device monitored by the driver should be visible to the TAPI compliant application.

To test the installation you can use Windows Phone Dialler which is a TAPI compliant program and is supplied with Microsoft Windows as standard. To do this open the Phone Dialler program (search for **Dialler** from Windows Start menu).



Under the **Tools** menu select **Connect Using** and select the line you wish to control (this will probably already be connected). You can then try to dial another extension but please note that Phone Dialler only supports dial and hang up.

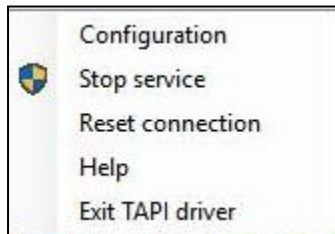


Please note, Call Forward and DND are not supported by Go TAPI.

## Operating the Feature

The TAPI tray monitor allows the user to see the current status of their TAPI connection at a glance, as well as providing the ability to restart Go TAPI in the event of a problem.

It is recommended that you disable Remote Access Connection Manager if the service is not being used, although please note, if a user is using a VPN it will need Remote Access Connection Manager to be running, so they won't be able to disable the service



The available tray items are described below:

- **Stop service:** this will stop Go TAPI, 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:** Starts Go which requires Administrator rights.
- **Reset Connection:** Resets connection to telephone system\*. Press this if the TAPI Tray Monitor is coloured yellow.
- **Exit TAPI driver:** Exits TAPI Tray Monitor.

The TAPI Tray Monitor (TTM) status indicators are described below:

- **Red** – Go TAPI is not in a running state. 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 JolaPhone service. 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. If in this state for a prolonged period, right click on the TTM and select Reset connection.
- **Blue** - No TAPI application is running on the PC or is not configured to use a specific line
- **Green** - TAPI application (e.g. Phone Dialler) is running and configured to use a specific line.