

ENABLING TAPI for FreedomPipe Hosted IP Communication Service for “Click to Call” from Microsoft Outlook

Compatibility: TAPI Integration with Microsoft Outlook requires the following compatible operating system on your personal computer

- Outlook 2003 with Windows XP SP4
- Outlook 2003SP1 with Windows 2000SP4

Load the appropriate Service Pack to ensure compatibility.

TAPI OVERVIEW

TAPI is a Microsoft Windows API that enables developers to write PC applications and Microsoft Windows users to take advantage of services provided by telephony vendors. TAPI can enable an application to dial a telephone number, store commonly dialed numbers, etc. TAPI can be used to dial contacts from Microsoft Outlook or other personal information managers. Using the T6000 Web Portal, an end-user can download and install the TAPI client and configure it to make outbound calls via Outlook Contacts.

INSTALLING THE TAPI CLIENT

When your service is enabled for TAPI, the PC Integration tab is available in the end user’s Web based FreedomPipe Personal Call Manager.

To install the TAPI client from your FreedomPipe Personal Call Manager, the following steps are required:

1. Log onto voicemail.freedompipe.com
- User ID: Your 10 digit direct dial telephone number
- Password: Enter your Personal Call Manager Password. (Note: your default password is 159357)

This tab is only available if you have purchased the TAPI integration feature with your service. To purchase, please contact your Digitel at 770-451-1111.

2. Click on the *Options* tab
3. Click on the *PC Integration* tab.
4. Click on the *Install VOSS TAPI Service Provider*.
5. In the File Download window, click the *Run* button to run the application or click *Save* to save the installation program to the hard disk for installation at a later time.

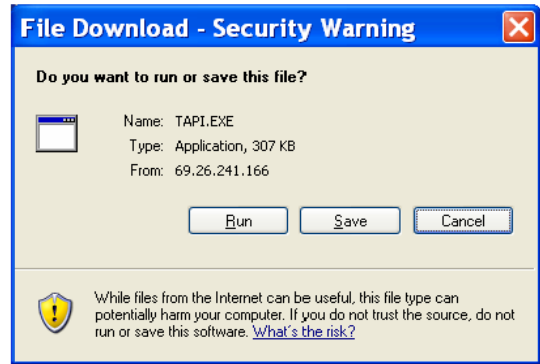


Figure 3 – File Download Window

6. Depending upon the user’s operating system and their security settings, the user may receive a Security Warning window similar to that shown in Figure 4. If so, click *Run* to allow the TAPI installation to proceed.



Figure 4 – Security Warning Window

7. The Welcome screen of the installation program warns to close all Windows programs to proceed. Save any open documents and close any running programs before proceeding. Click *Next*.

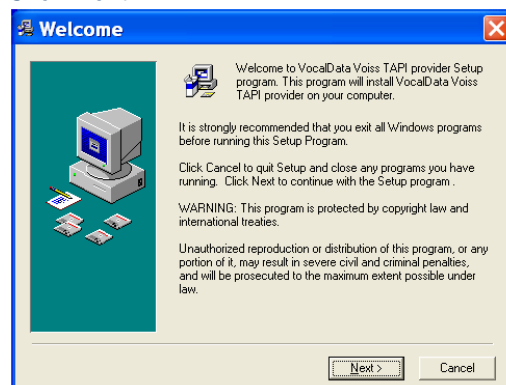


Figure 5 – Welcome Screen

8. Click *Next* on the Start Installation Window to start the installation process.

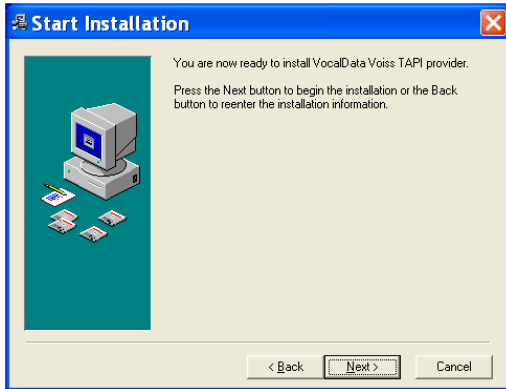


Figure 6 – Start Installation Window

9. Click *Finish* on the Installation Complete Window to complete the installation of the TAPI client and close the installer.

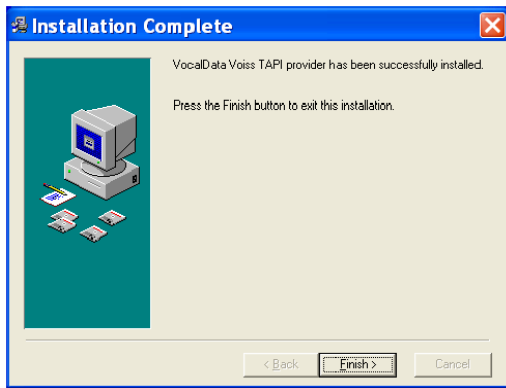


Figure 7 – Installation Complete Window

10. When the installer closes, the user will be prompted to restart the computer. Click OK to restart the computer.

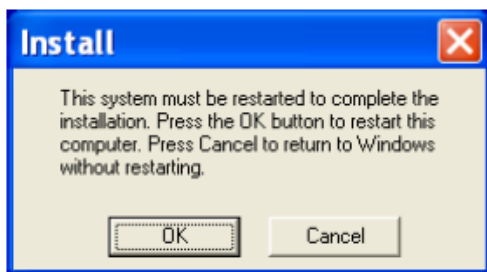


Figure 8 – System Restart

CONFIGURING THE TAPI CLIENT

Once the TAPI client is installed, it must be configured with the user's FreedomPipe service account information (i.e., telephone number, password and FreedomPipe Tekelec 6000 server addresses). This may occur during the installation of the TAPI client without having to launch it from the Start Menu.

If so, please proceed to Step 5. Otherwise, start with Step 1.

To configure the TAPI client:

1. Click on Start ⇒ Control Panel ⇒ Phone and Modem Options to open the Phone and Modem Options Control Panel. See Figure 9.

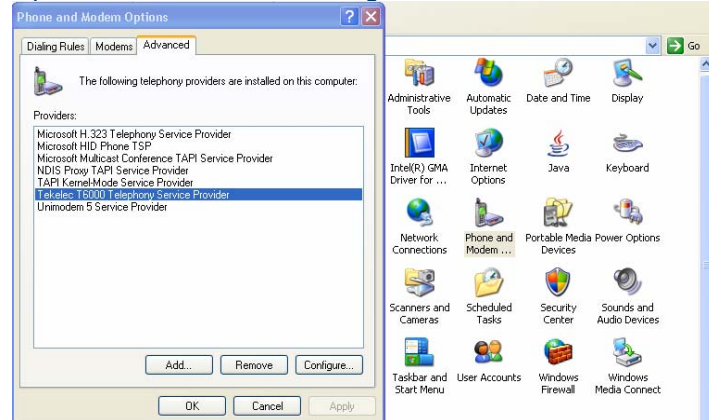


Figure 9 – Phone and Modem Options Control Panel

2. Click the *Advanced* tab of the Phone and Modem Options Window.

3. Notice that the Tekelec T6000 *Telephony Service Provider* appears. If this does not appear, the TAPI client installation process was not successful and it must be repeated.

4. Select Tekelec T6000 *Telephony Service Provider* and click *Configure* to open the Tekelec configuration window shown in Figure 10.

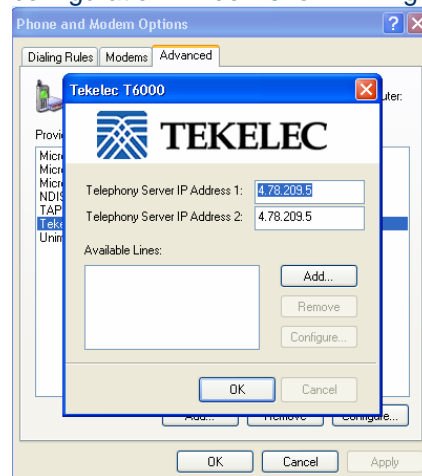


Figure 10 –Tekelec Configuration Window

5. Enter the Virtual External IP address for your FreedomPipe Server – IP Address 1 AND 2 fields as shown in Figure 10.

FreedomPipe Atlanta customers use: 4.78.209.5

6. In the *Available Lines* table click the *Add* button.

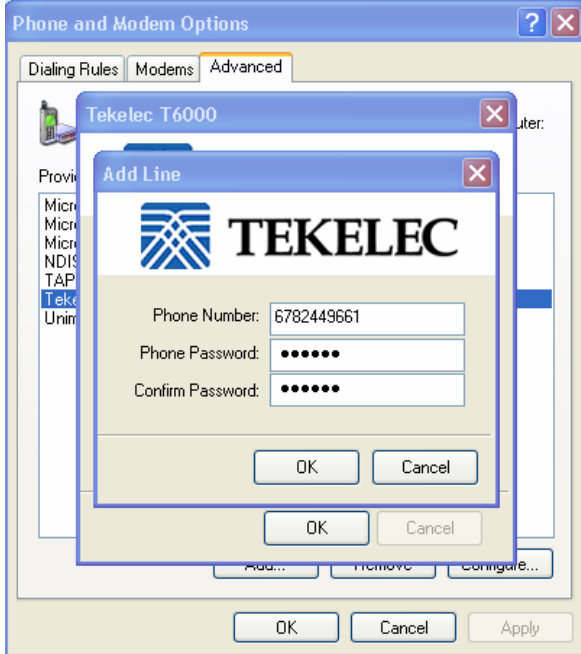


Figure 11 – Add Lines Window

7. Enter your FreedomPipe telephone number, including the area code, in the *Phone Number* field.

8. Enter your Phone password (same as the FreedomPipe Personal Call Manager password) in the *Phone Password* field. Default password is 159357

9. Enter the subscriber's Phone password again as confirmation in the *Confirm Password* field.

10. Click OK

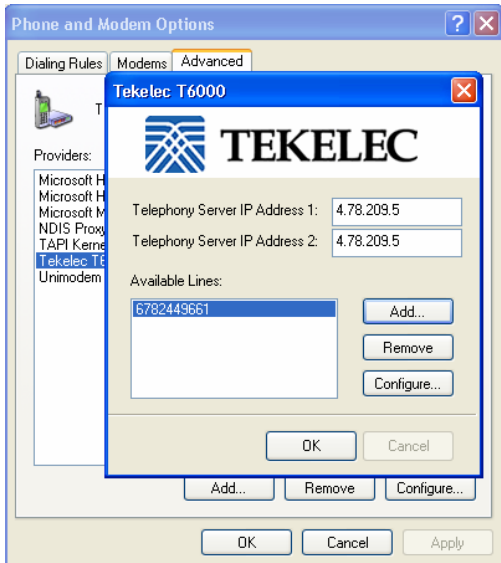


Figure 12 – A Fully Configured FreedomPipe TAPI Configuration Window

12. The Available Lines and IP Addresses should appear in the window. Lines can be configured as the user's phone password is modified. Lines can be removed when they are no longer needed.

13. Click *OK* to save the changes made.

14. *Close* the Phone and Modem Options window.

CONFIGURING MICROSOFT OUTLOOK

Using the TAPI client with Microsoft Outlook, users can click-to-dial any of the contacts listed in their Microsoft Outlook Contacts folder.

The first time they use this feature, the user will need to configure Microsoft Outlook. To use the click-to-dial feature within Microsoft Outlook:

1. Launch Microsoft Outlook
2. Click on the appropriate Contacts folder.
3. Select a contact that has at least one telephone number listed and right-click on the contact.
4. In the pop-up menu, select *Call Contact...*, as shown in Figure 13, to open the New Call dialog.

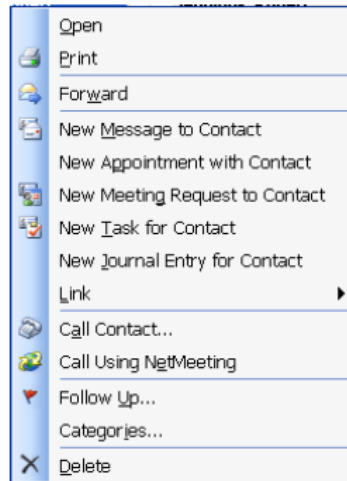


Figure 13 – Microsoft Outlook Contacts Context sensitive Pop-up Menu

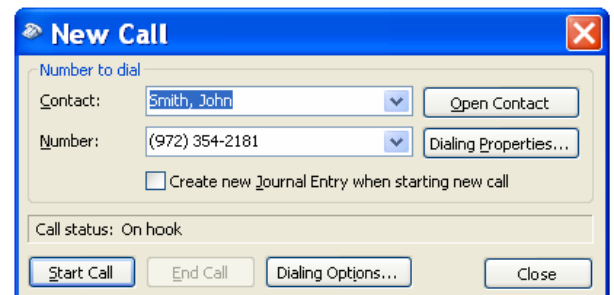


Figure 14 – New Call Dialog

5. The first time the click-to-dial feature is used within Microsoft Outlook, the Dialing Options must be configured. Click the *Dialing Options* button.



Figure 15 – Dialing Options Dialog

6. Using the *Connect using line* drop-down menu, select your telephone number that was previously configured in the Phone and Modem Options.

7. Click *OK* to return to the New Call dialog.

8. Click *Dialing Properties...* to open the Dialing Rules portion of the Phone and Modem Options, as shown in Figure 16.

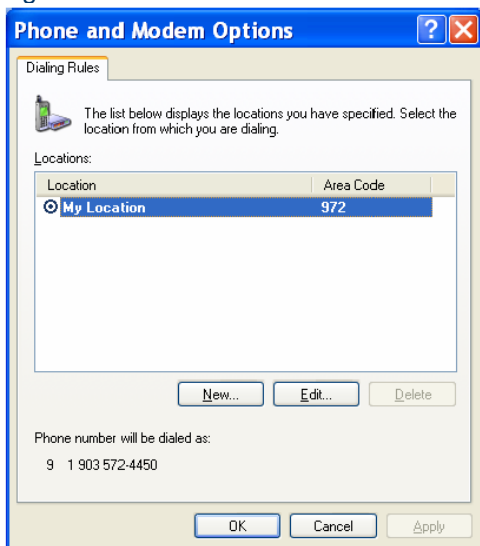


Figure 16 – Dialing Rules

9. If not already selected, select the subscriber's current location. In many cases, the only location available will be labeled My Location.

10. Click *Edit* to edit this location.

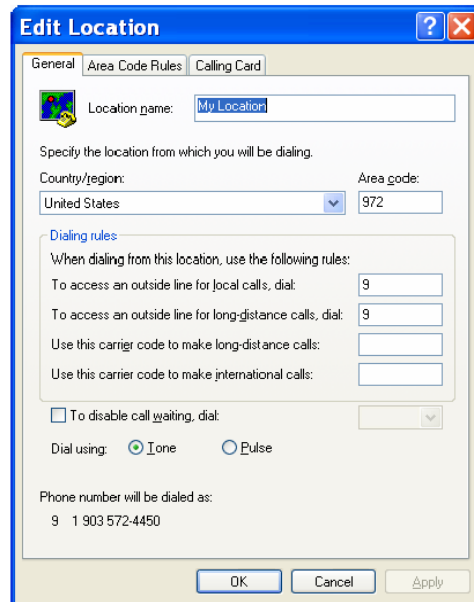


Figure 17 – General Tab of the Edit Location Dialog

11. If not already selected, select the General tab.

12. Verify that the Area Code indicated matches the area code for your telephone number.

13. For business users, enter the appropriate Outside Access Digit (usually "9") into the two fields: "To access an outside line for local calls, dial:" and "To access an outside line for long-distance calls, dial:".

14. Select the *Area Code Rules* tab.

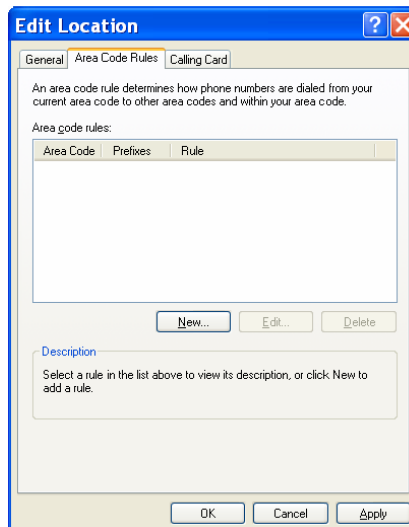


Figure 18 – Area Code Rules Tab of the Edit Location Dialog

15. If you are located in an overlay service area where more than one area code is used to dial local numbers, click the *New...* button to add an area code rule. For Atlanta subscribers, you will need to enter your area code as in figure 18 then add all other local area codes so you have entered 678, 404 and 770.

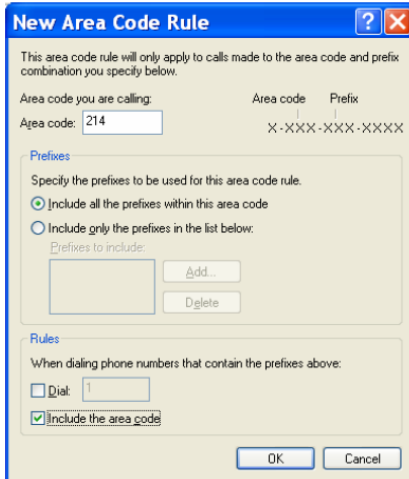


Figure 19 – New Area Code Rule Dialog

16. Enter the *Area Code* that will be used for local calls in addition to the assigned area code.

17. In the *Prefixes* area select the radio button that best fits the subscribers dialing area. If *“Include Only”* is used, enter all the prefixes that are treated as local calls by clicking *Add* and entering all the prefixes (separated by either commas or spaces) in the field provided. If the *“Include All”* button is selected, all numbers within the area code specified are treated as local calls from the subscriber’s telephone.

18. In the *Rules* section check the box that best fits the subscriber’s dialing requirements. If the subscriber must dial a “1” (or any other digits) when calling this area code, enable the *Dial* checkbox and enter the appropriate digits. If the subscriber must enter the full number without a long distance dial code then check the *Include the area code* box. Click *OK* when completed.

19. After repeating this process for all the area codes in the local overlay service area, click *OK* to return to the *Dialing Rules* dialog.

20. Click *OK* to close the *Dialing Rules* dialog and return to the *New Call* dialog.

21. Click *Start Call* to dial the selected contact.

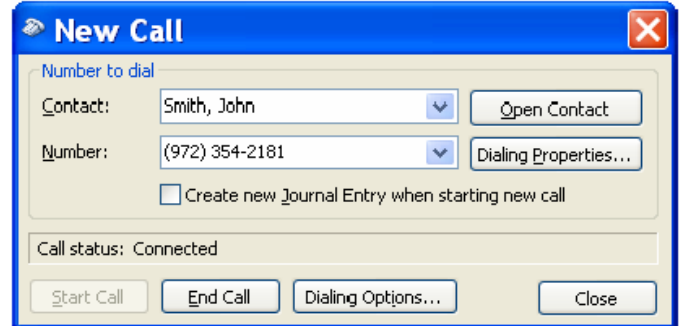


Figure 20 – New Call Dialog with an Active Call

22. When the other party answers, the *Call Status* will change to *Connected*, as shown in Figure 20.

23. Click *End Call* to disconnect the call. The *Call Status* will return to *On Hook*.

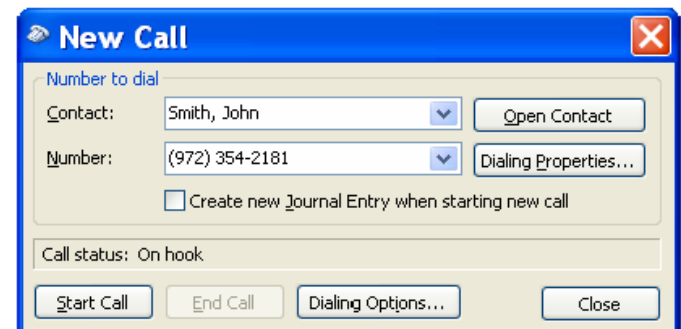


Figure 21 – New Call Dialog after Disconnecting the Call

24. *Close* the window. After the initial configuration, the click-to-dial process is simple:

1. Right-click a *Contact*
2. Click *Call Contact* If a contact is configured with multiple telephone numbers (e.g., Home, Business, Mobile etc.), the subscriber can select the appropriate number from the *Number* drop-down menu before clicking *Start Call*.