



## **c360 Telephone Integration (CTI) Installation TAPI Test Guide**

Microsoft Dynamics CRM 4.0 compatible

c360 Solutions, Inc.  
[www.c360.com](http://www.c360.com)

[Products@c360.com](mailto:Products@c360.com)



## Table of Contents

---

c360 Telephone Integration (CTI) Installation TAPI Test Guide .....	1
Table of Contents .....	2
Introduction .....	3
Test Suite .....	5
Settings .....	6
Test Results .....	6
Log Information .....	6
Running the Test.....	7
Initiate TAPI .....	7
Line Selection .....	8
Line Connection Test.....	9
Incoming Call Test.....	11
Outbound Call Testing .....	13



## **Introduction**

---

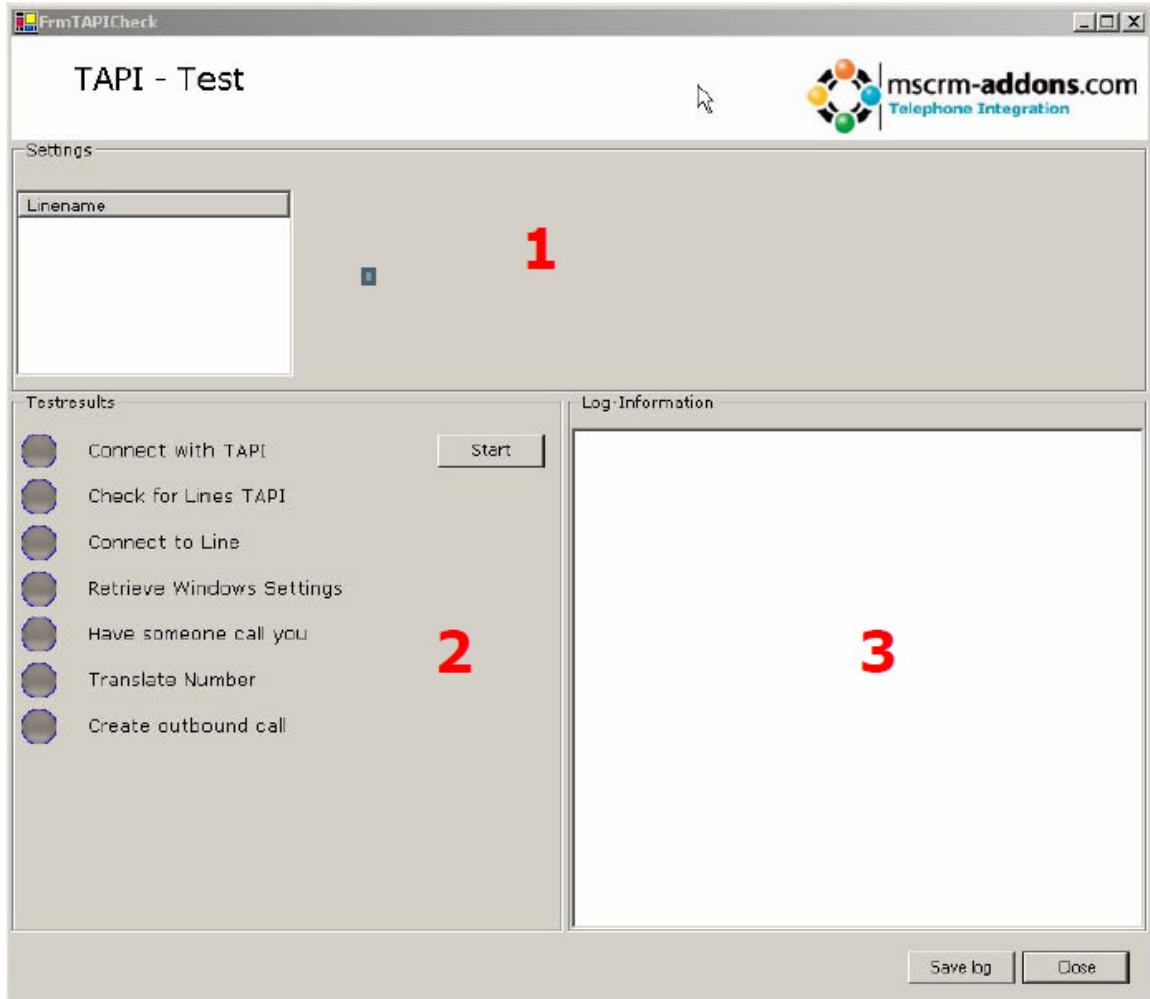
Telephone Integration for Microsoft CRM 4.0 (**TI**) Tapi Test is a testing utility to proof your computer is able to run Telephone Integration for Microsoft CRM 4.0 (**TI**). The TAPI Test consists of two files and this documentation. All files have to be copied to your computer locally.



## Test Suite

On initiating the test, the following main screen will display. It is composed of 3 parts:

- Settings
- Test Results
- Log Information





### **Settings**

The Settings area contains settings which might require user interaction or display important information as you run the test. Some controls in this area will show up as you step through the tests.

### **Test Results**

This area describes the test to be run and the results which have been returned by each test result.

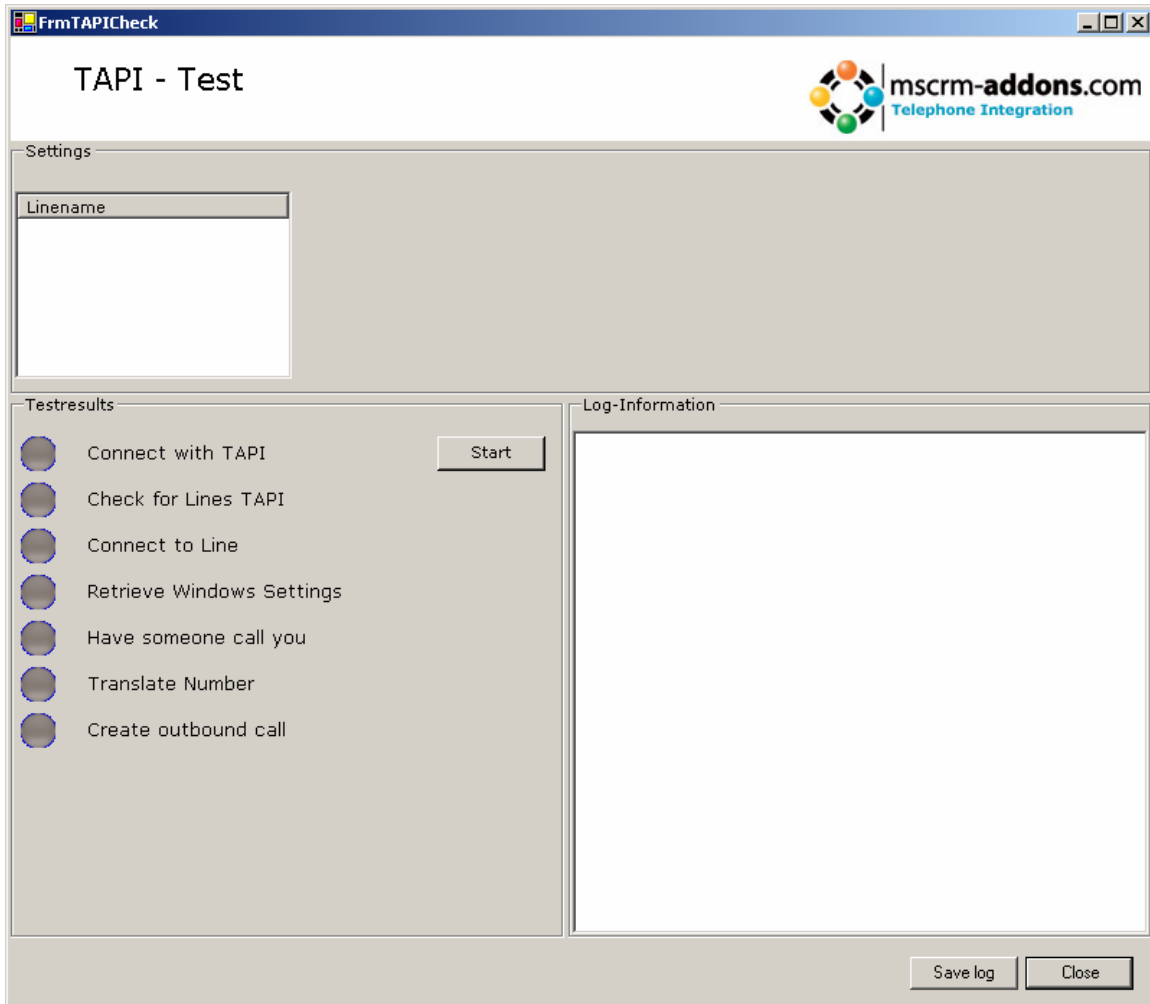
### **Log Information**

This section contains detailed information for each step. With the "Save Log" button you can export this log to a file. The of the file is displayed in the log window after saving. This is normally the application folder.

## Running the Test

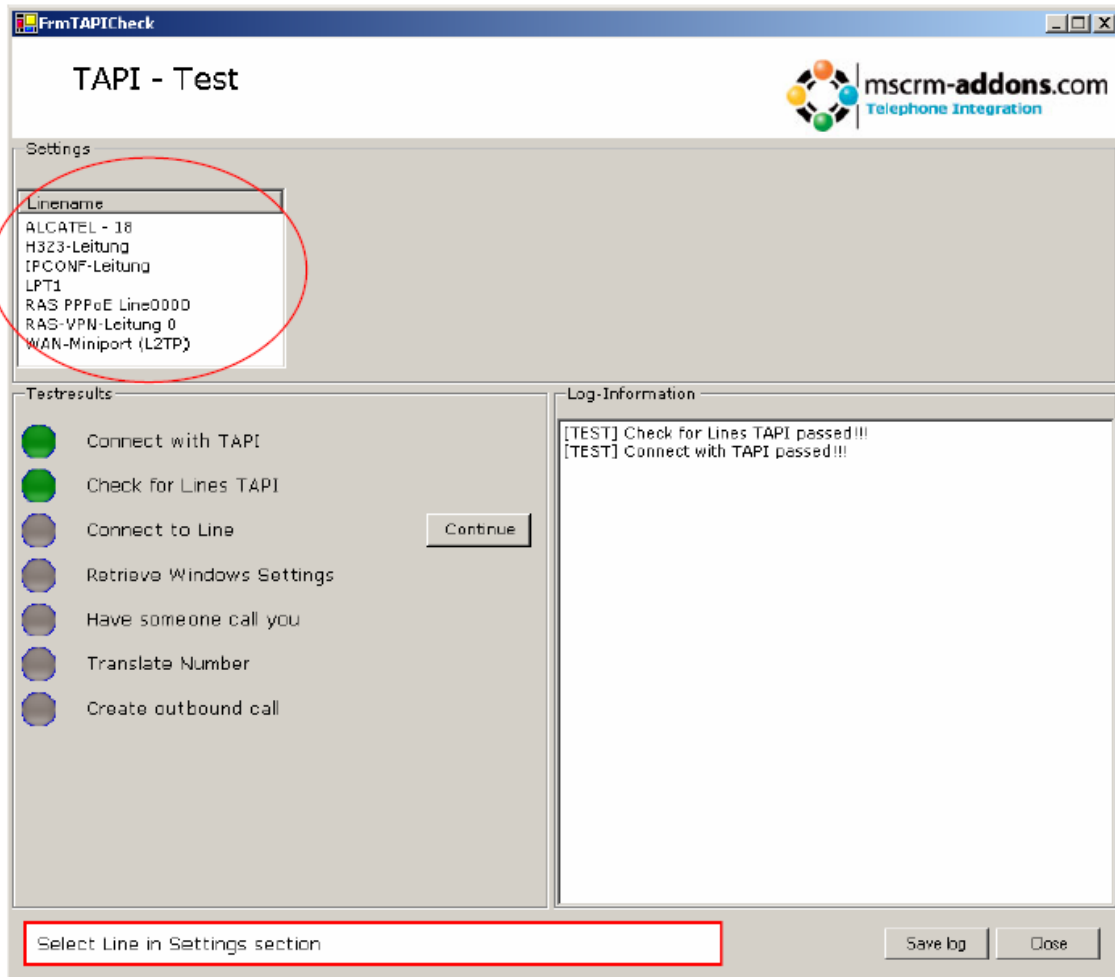
### Initiate TAPI

Click start to initiate TAPI Communication. If you have no TAPI client installed. The grey button beside the first test will turn red. In this case you have to install a TAPI client first. This step must be completed before initiating the test.



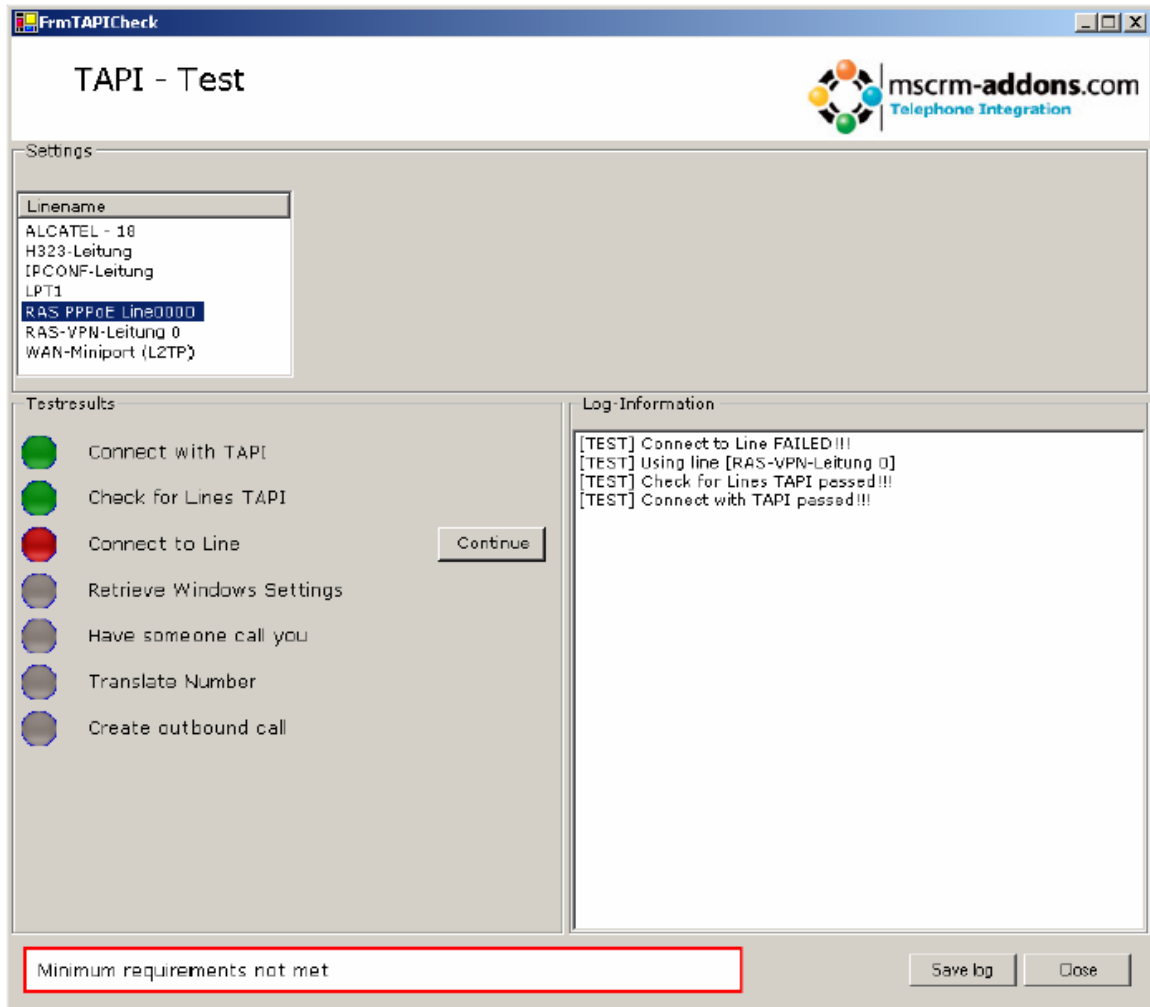
## Line Selection

If the TAPI connection test passes and at least one line is found, you are presented with the Line Selection screen. As stated in the message box on the lower left side of the window, you are required to select a line in the settings area. If no lines have been found, there is no way to continue from this point. First ensure that your TAPI client has access to at least one voice line.

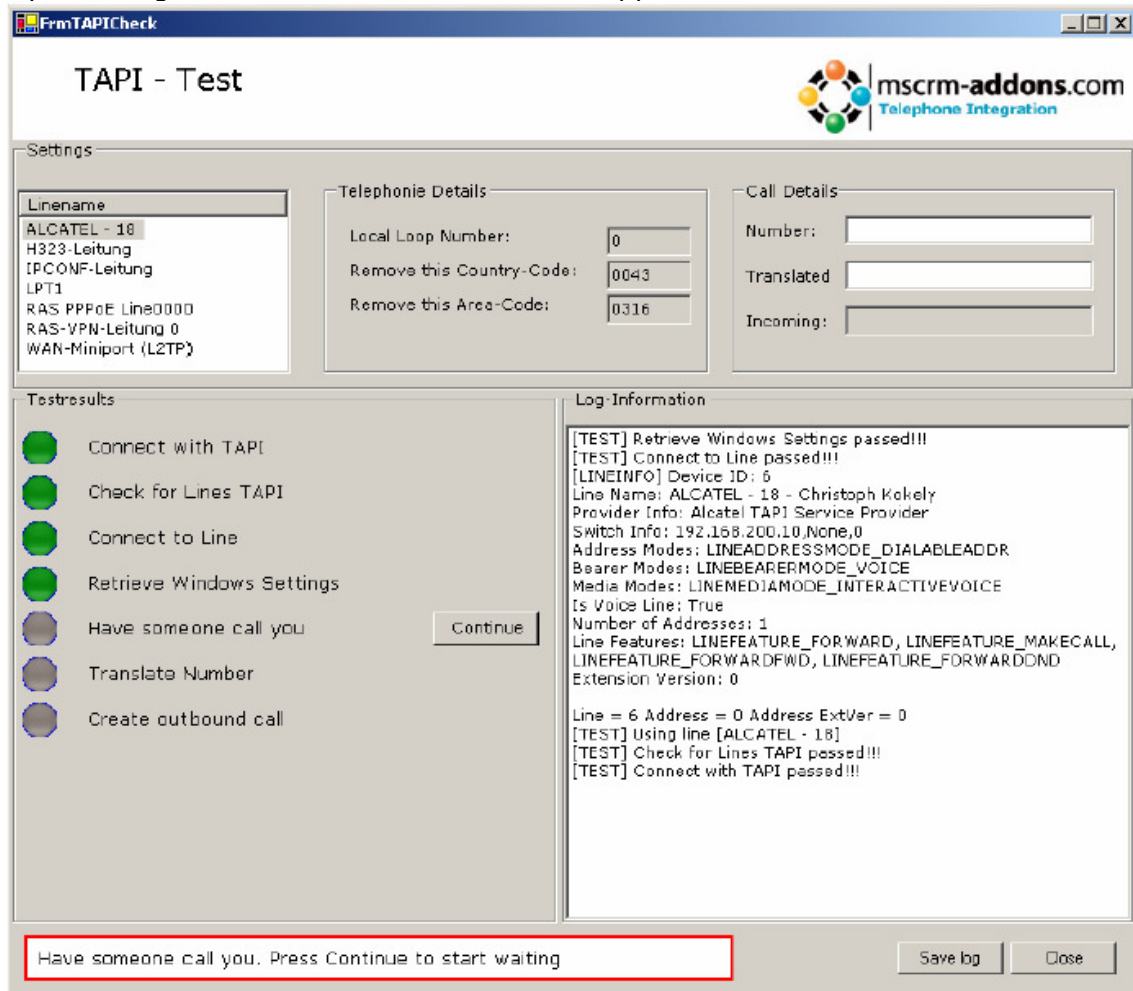


## Line Connection Test

If you have selected a line that is not supported by TAPI, the following messages will appear.



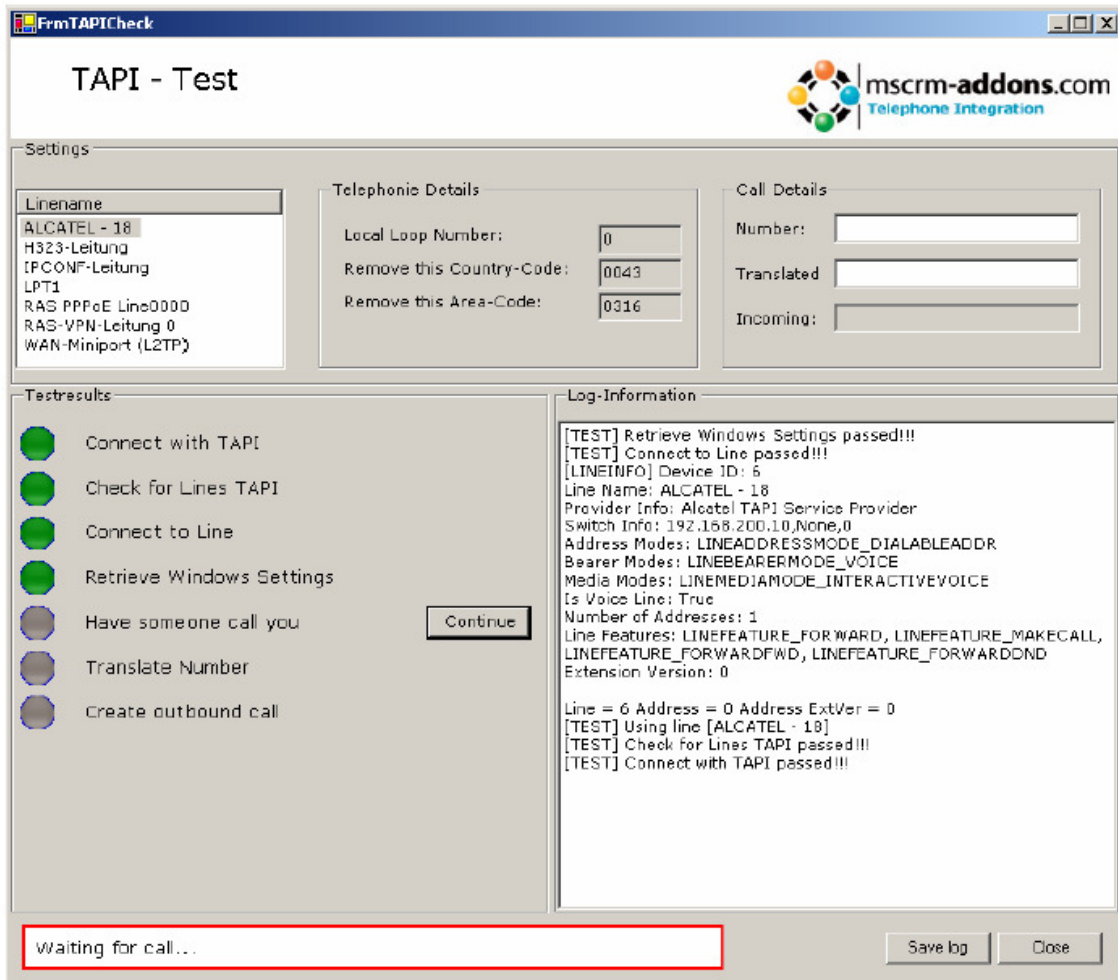
Try selecting a different line until the screen appears as follows:



Having selected a voice capable line, the line connection data is shown in the log file and the Windows telephony settings are retrieved. If the windows settings could not be retrieved, generate a "Location-Information" for your computer under the "Telephone and Modem" settings in the system panel. Otherwise, click "Continue" to initiate inbound call testing.

## Incoming Call Test

Initiate a test incoming call to the selected line.



**TAPI - Test**

mscrm-addons.com  
Telephone Integration

**Settings**

**Linename**

- ALCATEL - 18
- H323-Leitung
- IPCONF-Leitung
- LPT1
- RAS PPPoE Line0000
- RAS-VPN-Leitung 0
- WAN-Miniport (L2TP)

**Telephonic Details**

Local Loop Number:

Remove this Country-Code:

Remove this Area-Code:

**Call Details**

Number:

Translated:

Incoming:

**Testresults**

- Connect with TAPI
- Check for Lines TAPI
- Connect to Line
- Retrieve Windows Settings
- Have someone call you
- Translate Number
- Create outbound call

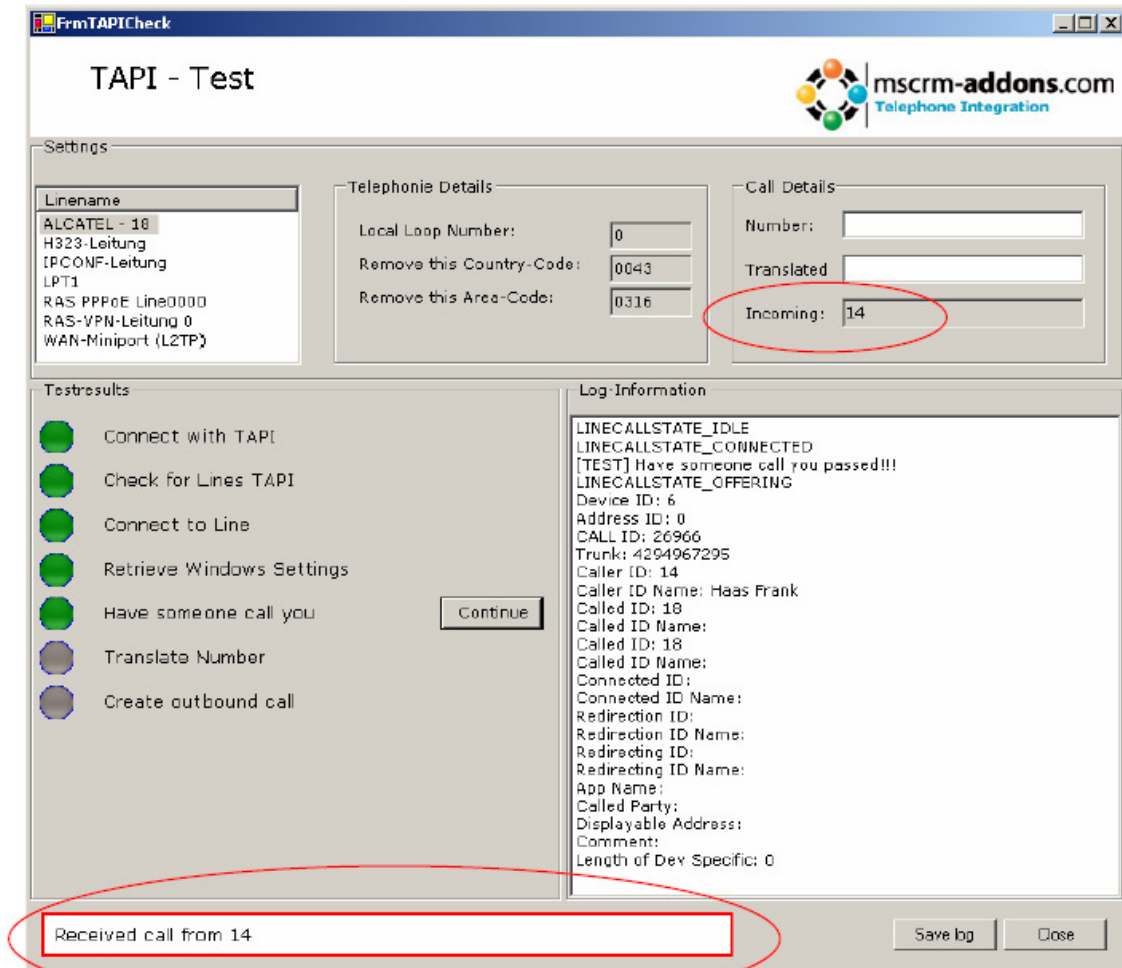
**Log-Information**

```
[TEST] Retrieve Windows Settings passed!!!
[TEST] Connect to Line passed!!!
[LINEINFO] Device ID: 6
Line Name: ALCATEL - 18
Provider Info: Alcatel TAPI Service Provider
Switch Info: 192.168.200.10,None,0
Address Modes: LINEADDRESSMODE_DIALABLEADDR
Bearer Modes: LINEBEARERMODE_VOICE
Media Modes: LINEMEDIAMODE_INTERACTIVEVOICE
Is Voice Line: True
Number of Addresses: 1
Line Features: LINEFEATURE_FORWARD, LINEFEATURE_MAKECALL,
LINEFEATURE_FORWARDFWD, LINEFEATURE_FORWARDDND
Extension Version: 0

Line = 6 Address = 0 Address ExtVer = 0
[TEST] Using line [ALCATEL - 18]
[TEST] Check for Lines TAPI passed!!!
[TEST] Connect with TAPI passed!!!
```

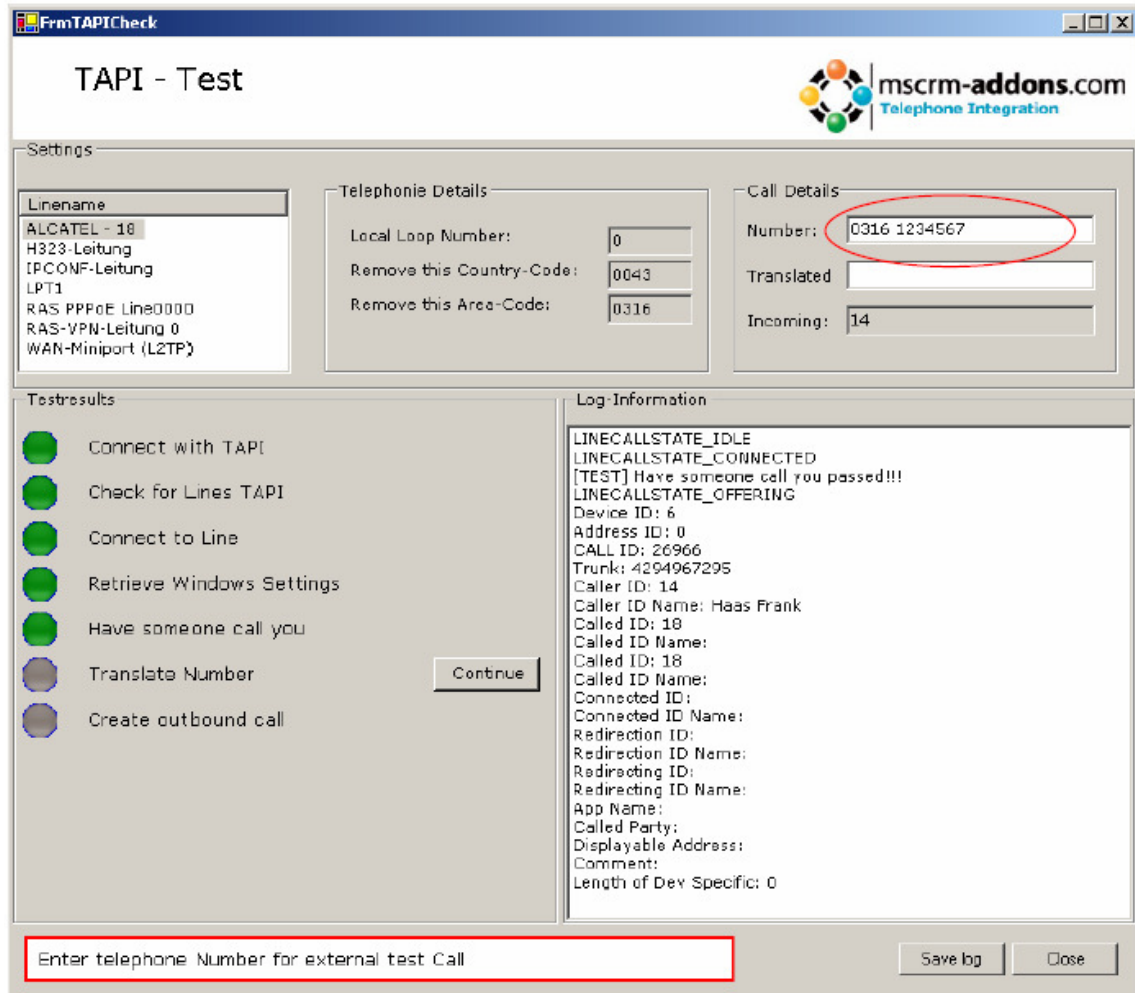
waiting for call...

The TAPI status information will show "OK" if the call is detected and the screen will look similar to the one below. Validate that the displayed number is indeed the correct number that was calling and ensure that the caller has caller ID enabled.



## Outbound Call Testing

Enter a phone number to test the outgoing call capabilities and click "Continue".



The screenshot shows the 'TAPI - Test' application window. The title bar reads 'FrmTAPICheck'. The main window has a header with the 'TAPI - Test' title and the 'mscrm-addons.com Telephone Integration' logo. Below the header is a 'Settings' section with three columns:

- Linename:** A list box containing 'ALCATEL - 18', 'H323-Leitung', 'IPCONF-Leitung', 'LPT1', 'RAS PPPoE Line0000', 'RAS-VPN-Leitung 0', and 'WAN-Miniport (L2TP)'. 'ALCATEL - 18' is selected.
- Telephonic Details:**
  - Local Loop Number: 0
  - Remove this Country-Code: 0043
  - Remove this Area-Code: 0316
- Call Details:**
  - Number: 0316 1234567 (circled in red)
  - Translated: (empty)
  - Incoming: 14

Below the settings is a 'Testresults' section with a list of steps and their status:

- Connect with TAPI:
- Check for Lines TAPI:
- Connect to Line:
- Retrieve Windows Settings:
- Have someone call you:
- Translate Number:  (with a 'Continue' button next to it)
- Create outbound call:

To the right of the test results is a 'Log-Information' section with the following text:

```

LINECALLSTATE_IDLE
LINECALLSTATE_CONNECTED
[TEST] Have someone call you passed!!!
LINECALLSTATE_OFFERING
Device ID: 6
Address ID: 0
CALL ID: 26966
Trunk: 4294967295
Caller ID: 14
Caller ID Name: Haas Frank
Called ID: 18
Called ID Name:
Called ID: 18
Called ID Name:
Connected ID:
Connected ID Name:
Redirection ID:
Redirection ID Name:
Redirecting ID:
Redirecting ID Name:
App Name:
Called Party:
Displayable Address:
Comment:
Length of Dev Specific: 0
  
```

At the bottom of the window, there is a text input field with the placeholder text 'Enter telephone Number for external test Call' (circled in red), and two buttons: 'Save log' and 'Close'.



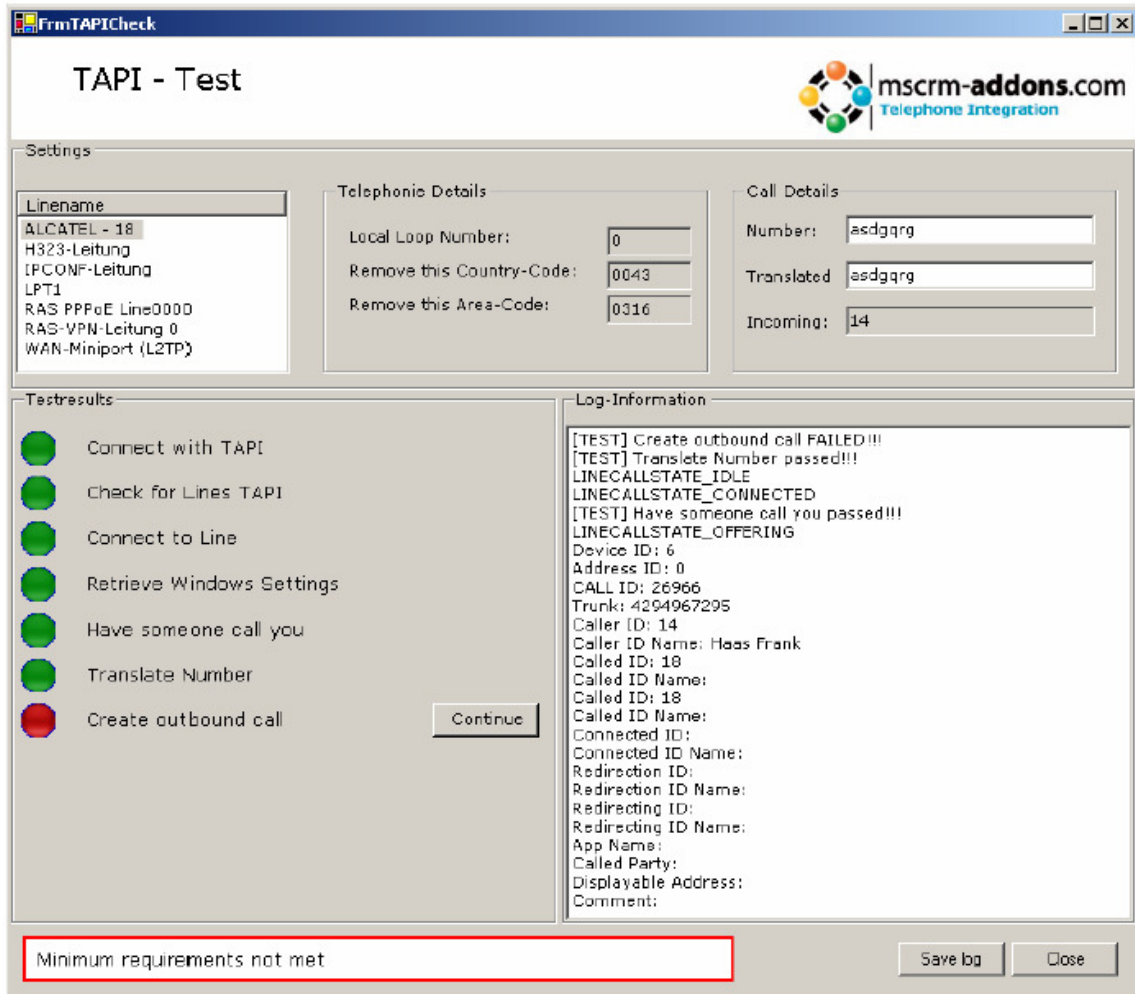
The number you entered will be translated according to your location settings, meaning the local area code is removed, and, if necessary, the local loop number is added. Double check the field "Translated" before continuing. Click "Continue" to place the phone call.

The screenshot shows the 'FrmTAPICheck' application window titled 'TAPI - Test'. The window includes a logo for 'mscrm-addons.com Telephone Integration'. It is divided into several sections:

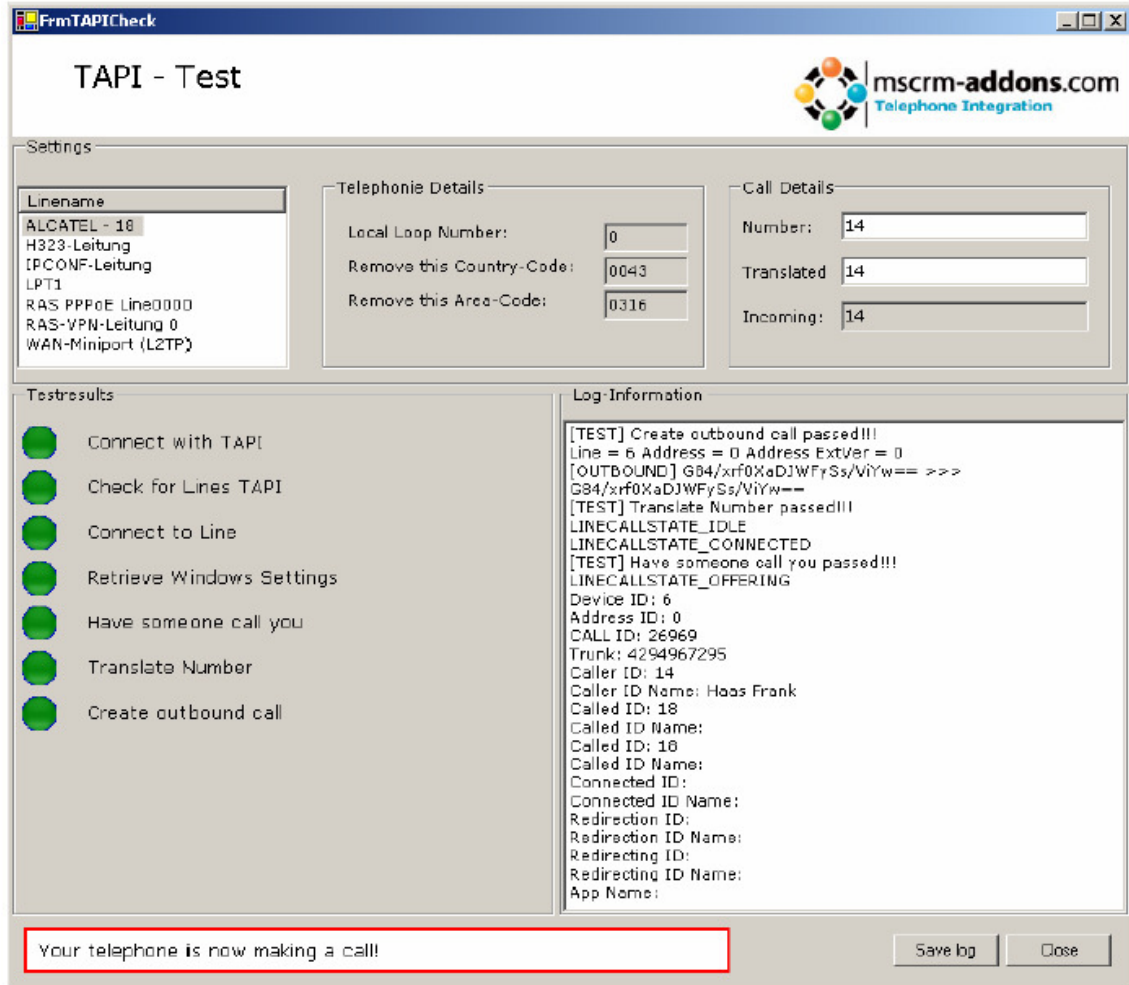
- Settings:**
  - Linename:** A list of line names including 'ALCATEL - 18', 'H323-Leitung', 'IPCONF-Leitung', 'LPT1', 'RAS PPPoE Line0000', 'RAS-VPN-Leitung 0', and 'WAN-Miniport (L2TP)'. 'ALCATEL - 18' is selected.
  - Telephonie Details:** Fields for 'Local Loop Number' (0), 'Remove this Country-Code' (0043), and 'Remove this Area-Code' (0316).
  - Call Details:** Fields for 'Number' (0316 1234567), 'Translated' (01234567, circled in red), and 'Incoming' (14).
- Testresults:** A list of test steps with green progress indicators:
  - Connect with TAPI
  - Check for Lines TAPI
  - Connect to Line
  - Retrieve Windows Settings
  - Have someone call you
  - Translate Number
  - Create outbound callA 'Continue' button is located below the list.
- Log-Information:** A text area containing the following log output:

```
[TEST] Translate Number passed!!!  
LINECALLSTATE_IDLE  
LINECALLSTATE_CONNECTED  
[TEST] Have someone call you passed!!!  
LINECALLSTATE_OFFERING  
Device ID: 6  
Address ID: 0  
CALL ID: 26966  
Trunk: 4294967295  
Caller ID: 14  
Caller ID Name: Haas Frank  
Called ID: 18  
Called ID Name:  
Called ID: 18  
Called ID Name:  
Connected ID:  
Connected ID Name:  
Redirection ID:  
Redirection ID Name:  
Redirecting ID:  
Redirecting ID Name:  
App Name:  
Called Party:  
Displayable Address:  
Comment:  
Length of Dev Specific: 0
```
- Footer:** A red-bordered box contains the text 'Please check the translated number!'. To the right are 'Save log' and 'Close' buttons.

If you have entered an invalid number, the following screen will appear:



If you have dialed a valid number, your phone will make the call and the TAPI test is complete with no errors.



**TAPI - Test**

mscrm-addons.com  
Telephone Integration

Settings

Linename  
ALCATEL - 18  
H323-Leitung  
IPCONF-Leitung  
LPT1  
RAS PPPoE Line0000  
RAS-VPN-Leitung 0  
WAN-Miniport (L2TP)

Telephonic Details  
Local Loop Number: 0  
Remove this Country-Code: 0043  
Remove this Area-Code: 0316

Call Details  
Number: 14  
Translated: 14  
Incoming: 14

Testresults

- Connect with TAPI
- Check for Lines TAPI
- Connect to Line
- Retrieve Windows Settings
- Have someone call you
- Translate Number
- Create outbound call

Log-Information

```
[TEST] Create outbound call passed!!!
Line = 6 Address = 0 Address ExtVer = 0
[OUTBOUND] GB4/xrf0XaDJWFYs/ViYw== >>>
GB4/xrf0XaDJWFYs/ViYw==
[TEST] Translate Number passed!!!
LINECALLSTATE_IDLE
LINECALLSTATE_CONNECTED
[TEST] Have someone call you passed!!!
LINECALLSTATE_OFFERING
Device ID: 6
Address ID: 0
CALL ID: 26969
Trunk: 4294967295
Caller ID: 14
Caller ID Name: Haas Frank
Called ID: 18
Called ID Name:
Called ID: 18
Called ID Name:
Connected ID:
Connected ID Name:
Redirection ID:
Redirection ID Name:
Redirecting ID:
Redirecting ID Name:
App Name:
```

Your telephone is now making a call!

Save log Close

If you have any issues, please contact [support@c360.com](mailto:support@c360.com).