

# **CONTACT TAPI**

## **USER MANUAL**

As of: December 2023

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# 1 INTRODUCTION

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The Contact TAPI Service Provider can connect Telephony Application Programming Interface (TAPI) compatible software to the Enreach Contact service. This allows you to control the telephony functions of Enreach Contact from a Windows computer or server via third party software. It includes basic functions such as dialling, answering and hanging up a call. It also supports additional features such as conferences, holding, transferring and parking calls.

Typical use cases for which the Contact TAPI Service Provider can be used are:

- Dialling Outlook contacts directly from Outlook
- Dialling using the standard Microsoft Windows Phone Dialer (Dialer.exe)
- Logging incoming calls
- Dialling and presenting contact information in CRM systems (requires TAPI compliant third party software)
- Support for advanced telephony functionality with TAPI compliant third party PC software

## 1.1 COMPATIBILITY

### Operating systems

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The Contact TAPI Service Provider is supported on:

- Windows 8 and above
- Windows Server 2012 and above

### Supported Enreach Contact endpoints

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- Enreach Contact Desktop
- Enreach Contact Mobile
- Mobile phones

- Desk phones

## 1.2 LICENSING

To use the Contact TAPI Service Provider the following licenses are required:

- Enreach Contact  
Users must have purchased the Contact TAPI add-on. Users without the Contact TAPI add-on cannot be registered in the Contact TAPI Service Provider.
- Managed Voice 3  
Users must have purchased either the Coligo Engage or the Coligo Connect add-on (includes Coligo Engage).
- Multi line TAPI  
To add more than one user to the Contact TAPI Service Provider, the Contact TAPI add-on is required.

## 2 CONFIGURING THE CONTACT TAPI SERVICE PROVIDER

You need to install and configure the Contact TAPI Service Provider in order to use it. It is available as a Microsoft Software Installer (msi) file.

### 2.1 PREREQUISITES

The following prerequisites apply:

- 1 The latest X64 version of Microsoft Visual C++ Redistributable  
The latest version can be downloaded from the following website:  
<https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist>.
2. Administrator rights

### 2.2 CONFIGURATION

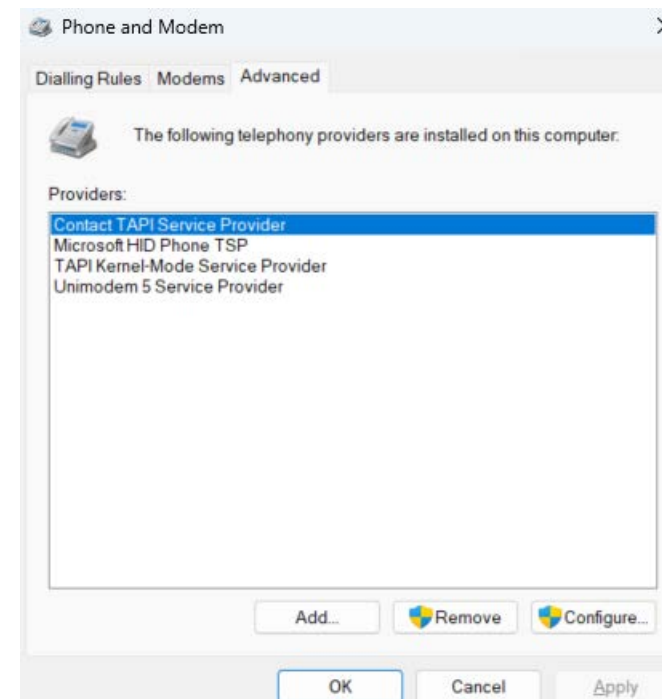
After successful installation the Contact TAPI Service Provider must be configured.



Please note that Windows administrator rights are required in order to configure the Contact TAPI Service Provider.

#### To open the Contact TAPI Service Provider settings

- 1 Launch the Windows search dialogue using the WIN + S shortcut.
- 2 Search for Phone and Modem.
- 3 Open the Phone and Modem control panel.
- 4 Click on **Advanced**.



- 5 Select **Contact TAPI Service Provider** and click on **Configure**.  
✓ The configuration options of the Contact TAPI Service Provider with the following four tabs appear:

Tab	Explanation
Users	The users/devices that must be monitored have to be added here.
Advanced	This tab allows you to change the number format displayed for incoming and outgoing calls.
Network	In this tab you can optionally configure a proxy server.
Info	Use this tab to view version and license information and to set the log level.

- 6 Continue with one of the following options:

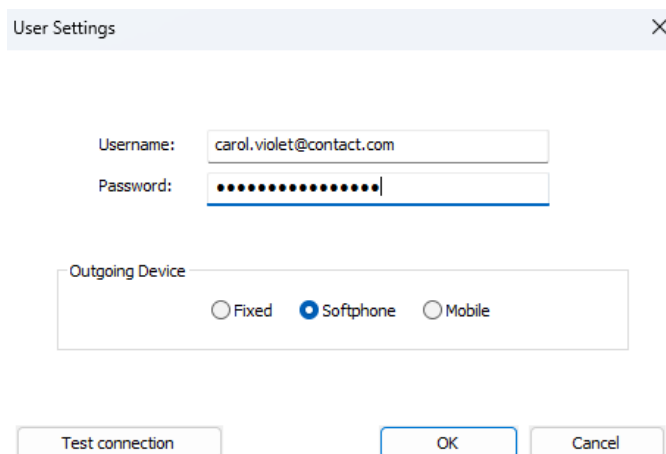
[Users](#)  
[Advanced](#)  
[Network](#)  
[Info](#)

## 2.2.1 USERS

You can add users and devices that must be monitored via the Contact TAPI Service Provider.

### To add users/devices

- 1 Click on the **Users** tab and on **Add** to add a new user.  
✓ The user settings dialogue appears.
- 2 Enter the user name and password of the user. There are the same credentials that are used to log into the Enreach Contact Desktop, Web or Mobile apps.



The image shows a 'User Settings' dialog box with a close button (X) in the top right corner. It contains two input fields: 'Username' with the text 'carol.violet@contact.com' and 'Password' with masked characters. Below these is a section titled 'Outgoing Device' with three radio buttons: 'Fixed', 'Softphone' (which is selected), and 'Mobile'. At the bottom of the dialog are three buttons: 'Test connection', 'OK', and 'Cancel'.

- 3 Click on **OK**.
- 4 Under **Outgoing Device** select the user's device which you want to control. When a new call is initiated via the Contact TAPI Service Provider, the selected device is used to make the call.
- 5 Use the **Test Connection** option to verify that the user credentials are entered correctly.

- 6 Click on **OK** to save the settings.



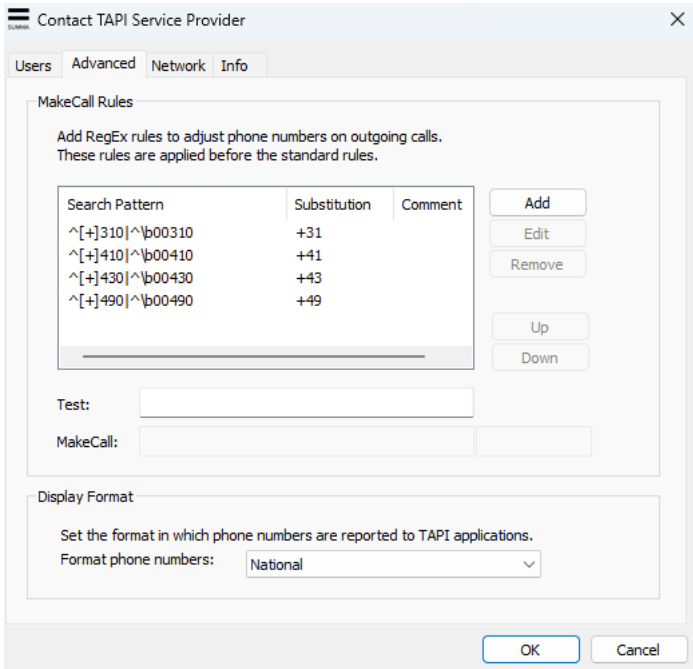
If the user doesn't have correct licenses, the user cannot be saved.

## 2.2.2 ADVANCED

Under the **Advanced** tab you can change the format of the telephone numbers for incoming and outgoing calls.

Under **MakeCall Rules** you can add rules that change the format of phone numbers when dialling out. This can be useful if, for example, your application stores and dials phone numbers in a different format than you want. You can

- Add new rules
- Edit existing rules
- Delete rules
- Set the priority of the rules



To add a new rule

- 1 Click on the **Advanced** tab.
- 2 Click on **Add** to add a new rule.
  - ✓ The Rule dialogue appears.

**Rule**

RegEx Search Pattern:

Replace:

Comment:

Label	Explanation
RegEx Search Pattern	Use regular expressions (ECMAScript) to define the search patterns.
Replace	Add the new value. <i>Example</i> RegEx Search Pattern: <code>^[+]310 ^b00310</code> Replace: <code>+31</code>
Comment	You can optionally enter a note.

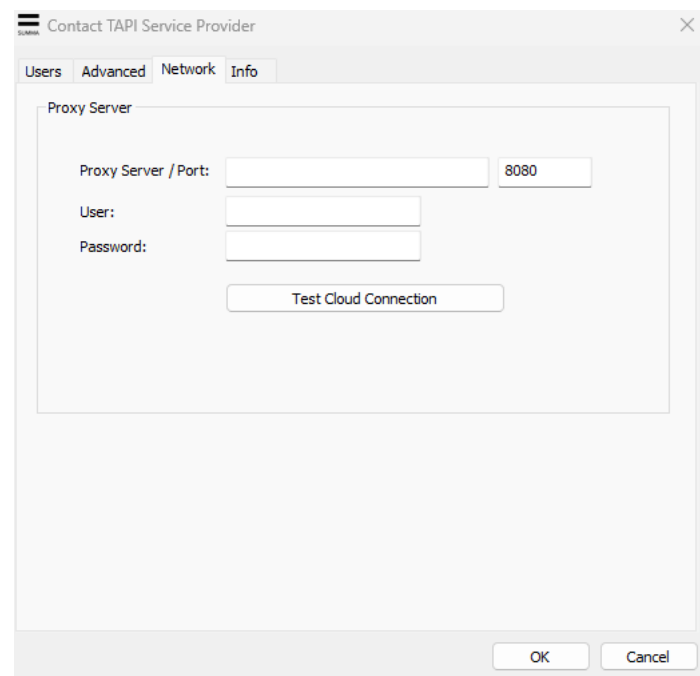
- 3 Test your expressions by entering your search patterns in the Test field.
  - ✓ In the **MakeCall** field you can see which number is used while dialling out.
- 4 Open the dropdown menu Format phone numbers and select the format in which the caller ID of incoming calls should be sent:
  - Local
  - National
  - International
- 5 Click on **OK** to save the settings.

### 2.2.3 NETWORK

If you are using a proxy server, you can configure the proxy settings in the **Network** tab.

#### To configure the proxy settings

- 1 Click on the **Network** tab.
  - ✓ The **Network** tab appears.



- 2 Enter the following details:

Label	Explanation
Proxy Server/Port	Enter the host name or IP address and port number of your proxy server.
User	Enter the credentials for the proxy server.
Password	Enter the credentials for the proxy server.

- 3 Click on **Test Cloud Connection** to test the connection.
- 4 Click on **OK** to save the settings.

### 2.2.4 INFO

In the Info tab you can find the version number of the Contact TAPI Service Provider.

Here you can also set the log level. The log level determines what information is logged in the log file. The log level ranges from Error, Warn, Info, Debug to Trace. Each level adds more information to the log file.

The Info tab also shows where the log file is located on your computer.

### 3 SUPPORTED CALL FEATURES

The Contact TAPI Service Provider supports the following call features:

Call Feature	Description
Answer	Accept or deny incoming calls (only supported when softphone is selected as device)
MakeCall	Initiate a new outgoing call
DropCall	Hang up/disconnect a call
Hold	Temporarily disconnects a call allowing the application to use the line device to make or receive other calls
Unhold	Retrieve a call that was previously put on hold using Hold
BlindTransfer/Transfer	Perform a blind transfer of a call to a specified destination
SetupTransfer/Transfer	Make a consultation transfer. When a call is set up for transfer, a consultation call is automatically created to allow the number of the call's new transfer destination to be dialled. The originating party can use this consultation call to make a call before completing the transfer.
SwapHold	Toggle between the consultation call and the original call
Three-Way Conference	Setup a call with three parties
Redirect	Redirect/forward a call to a new destination
Pickup	Pick up a call ringing on another line/extension
Park	Park a call

Call Feature	Description
Unpark	Retrieved a parked call



## 4 SUPPORTED CALL EVENTS

The Contact TAPI Service Provider will receive the following call events:

Label	Explanation
Offering	The call is being offered, signalling the arrival of a new call
Dialtone	The call is receiving a dial tone from the switch, which means that the switch is ready to receive a dialled number.
Dialling	The caller dials digits during the call. The dialled digits are collected by the switch. Note that neither lineGenerateDigits nor TSPI_lineGenerateDigits will put the line in the dialling state.
Proceeding	Dialling has been completed and the call is being routed through the exchange or telephone network. This occurs after dialling has been completed and before the call reaches the dialled party, as indicated by ring back, busy or answer.
Connected	The call is set-up and the connection is made. Information can flow between the source and destination addresses during the call.
Hold	The call is put on hold by the switch. This frees the physical line, allowing another call to use the line.
HoldPendingTransfer	The call is currently on hold, waiting to be transferred to another number.
Conferenced	The call is a member of a conference call and is logically in the connected state.

Label	Explanation
Idle	The call exists but has not been connected. There is no activity on the call, i.e. no call is currently active. A call can never come out of the idle state.