

# MDS Procall Business

## *Microsoft Outlook plug-in*



## Installation Guide

Revision:	001
Date:	October 2006
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## 1) Introduction

### 1.1) TAPI driver

The Telephony Application Programming Interface (TAPI) enables PCs running Microsoft Windows to use telephone services. MDS Gateways delivers a basic TAPI driver with each system free of charge. This basic version makes it possible to make calls and hang up calls using your pc. By installing Procall Business, the TAPI driver is upgraded to a professional version. With the professional version it is possible show the telephone status, show incoming calls, transfer, conference, redirect and pickup calls using your pc.

	<b>Basic TAPI</b> <i>Free of charge</i>	<b>Professional TAPI</b> <i>License required</i>
Dialling/Hangup from the PC	Yes	Yes
Show telephone status	No	Yes
Show incoming calls	No	Yes
Transfer, conference	No	Yes
Redirect, pickup	No	Yes

MDS Gateways supports a single user software version only. This means that the software will be installed, used and configured locally on the workstation. The license will also be entered locally. The phone is directly connected to the workstation over the computer network, where the TAPI-driver will be installed, that allows the communication and control of the phone.

### 1.2) Procall Business

ProCall Business extends the capacity of the telephone at your workstation. It is used as a Microsoft Outlook plug-in. The product has a phone call display with names, a journal of all phone calls, a list of unanswered phone calls, extended search of names and phone numbers.

Single user - ProCall Business controls all important telephone functions, e.g. dial, accept, hang-up, consultation, transfer, brokerage, redirect and establish a phone conference. In case of an incoming call, all contact numbers are compared with the stored callers number. So you can recognize immediately who is calling and all associated information is displayed. Incoming calls are recorded to the journal. This gives you a perfect overview of all calls.

The table below shows an overview of the properties of Procall Business.

<b>Procall Business Functions</b>	
Dialing, answer, hangup	v
Configurable Pop-Up (bubble window, contact info, call log)	v
Hotkey dialing (Dial, answer, hangup from all applications; dial through marking the number and pressing a predefined button)	v
Customizable redialing	v



Hold, unhold, brokerage, consultation, transfer	v
Pickup, redirect	v
conference	v
Call diversion (internal / external calls)	v
Powerdialer	v
Number pad	v
Project pins (for use with journal)	v
Vanity numbers	v
Door opener	v
Charging information	v
Telephone state (connected, busy...)	v
Prearrange calls	v
Call journal	v
Primary Line	v
Two lines (Operate 2 phones from one workplace)	v
Programmable actions	v
Sounds (individual sound for each caller)	v
Fast search (number, name, company)	v
Display of additional information (company, ...)	v
Creation of contacts, number assignment	v
<b>Add-In Client (Microsoft Outlook)</b>	
Add-In technology	v
Contacts / journal / tasks	v
Powerdialer	v
Displays unanswered calls in the mailbox	v
Redirection of "unanswered call" e-mails	v
Access to public Exchange folders *)	v
<b>Installation</b>	
MSI (Microsoft Windows Installer)	v
Domain / group policy (managed installation)	v

## Requirements

- ? Windows 95/98/Me, Windows NT, Windows 2000/2003 or XP
- ? Outlook 97, 98, 2000, 2002 or 2003



## 2) Installation

The installation consists out of two stages that will be described in the following paragraphs:

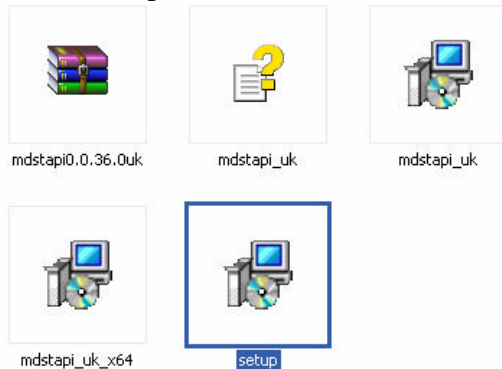
- Installation of the TAPI driver
- Installation of Procall Business

Only during the second stage, a license key needs to be filled in.

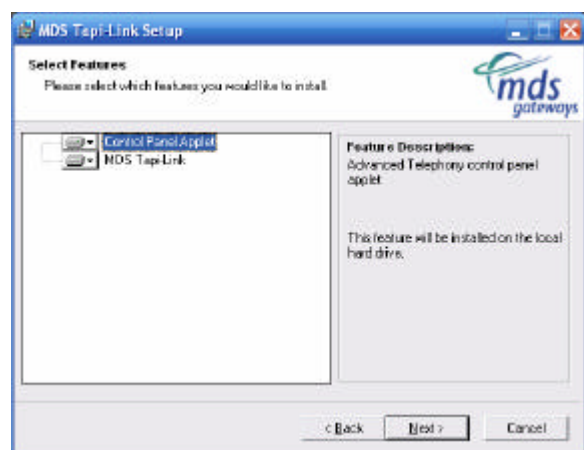
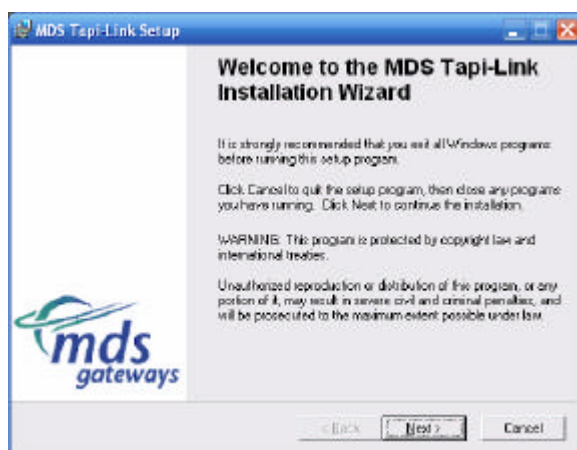
### 2.1) Stage 1: Installing the TAPI driver

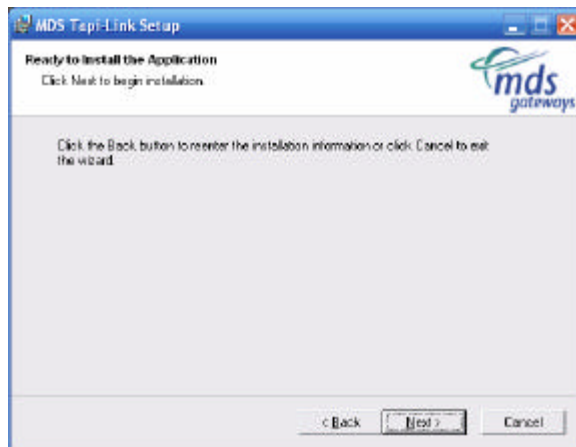
Please follow the steps listed below to install the TAPI driver on your pc.

> Run “setup.exe”

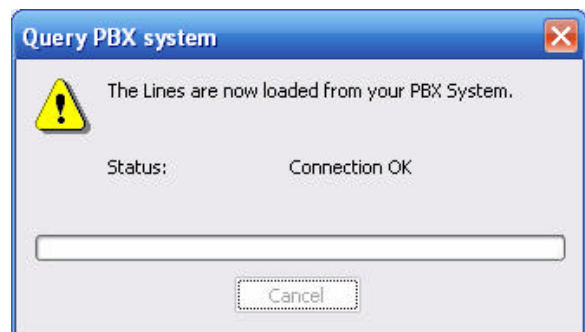
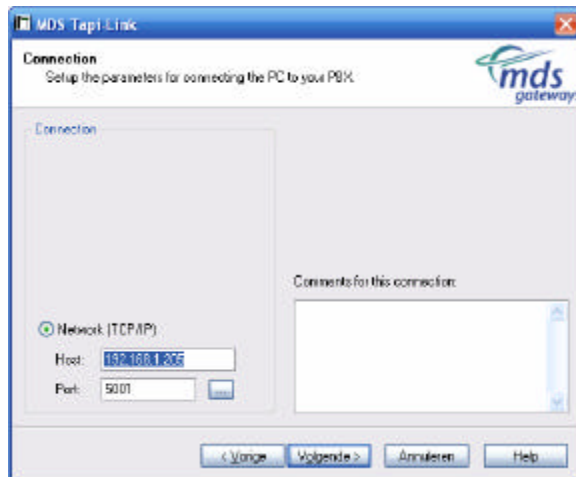


> Click “next” until you get to the “connection” screen.

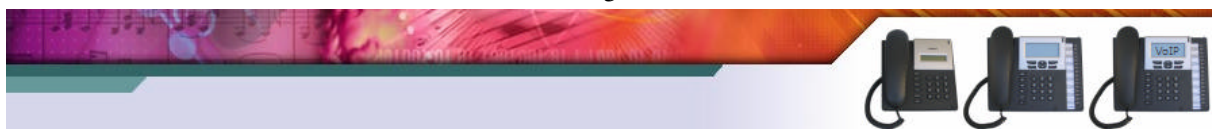
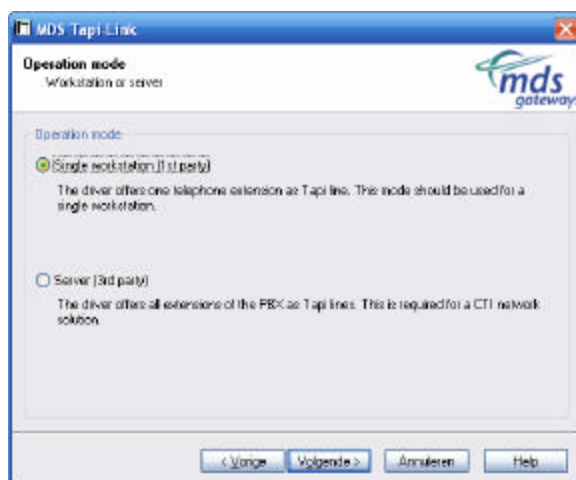




- > Fill in the IP address of the PBX and click next.
- > If the application is able to contact the PBX, all lines will be loaded from the system.

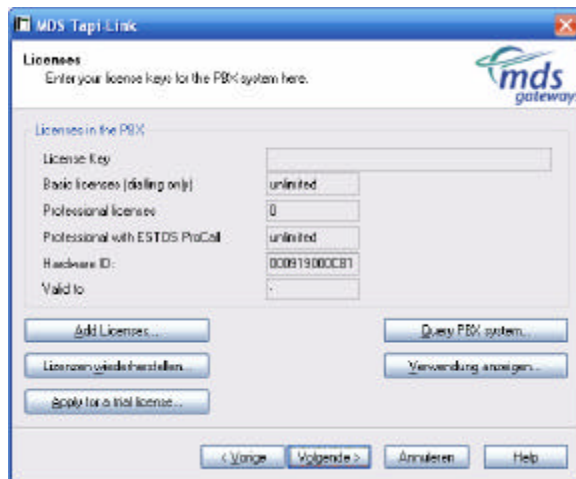


- > Please select "single workstation" as shown below.
- > The server version is not supported and the license key will not be accepted.

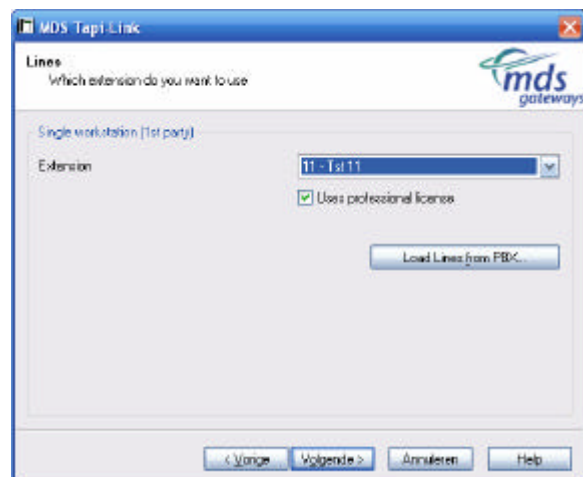
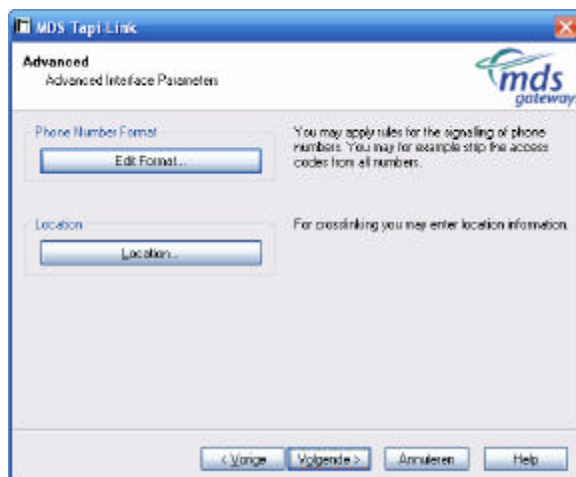


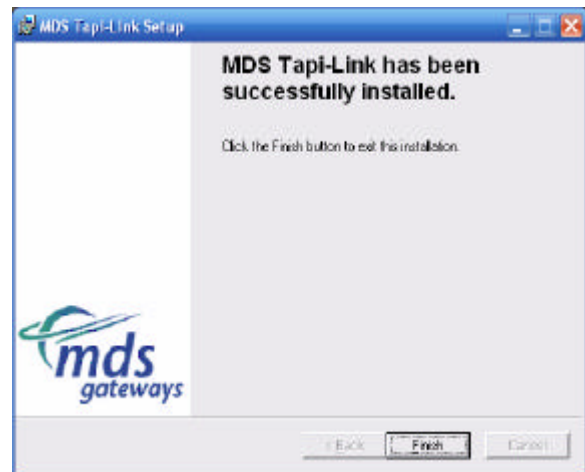
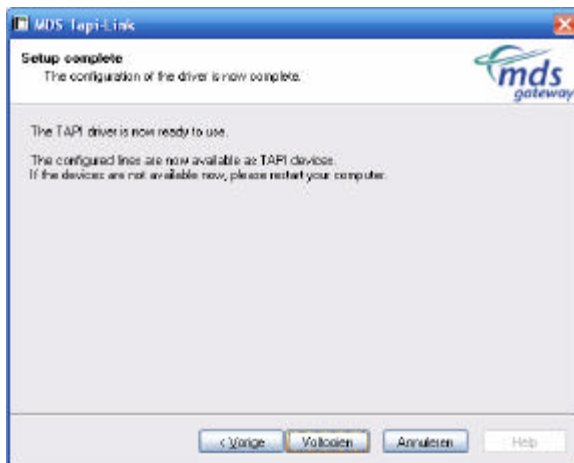


> On the next screen, no license key needs to be entered. Click “next” to continue.



> On the screen below, the extension should be selected that will be linked to the pc. In the example below, extension 11 (11-Tst 11) is linked to the pc.



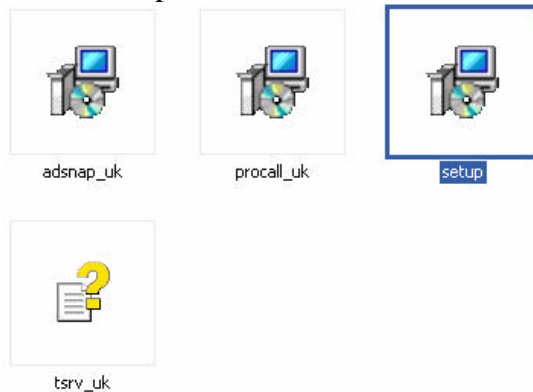


The TAPI driver is now successfully installed on your pc.

## 2.2) Stage 2: Installing Procall Business

Now that the TAPI driver is installed, the pc and the selected extension of the PBX are linked to each other. Now it is possible to install procall business. In this stage the license will be entered.

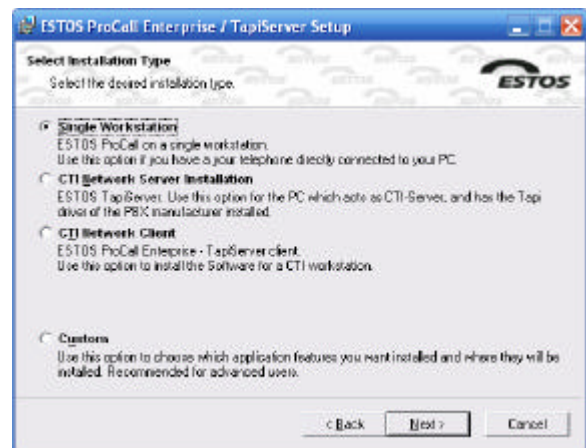
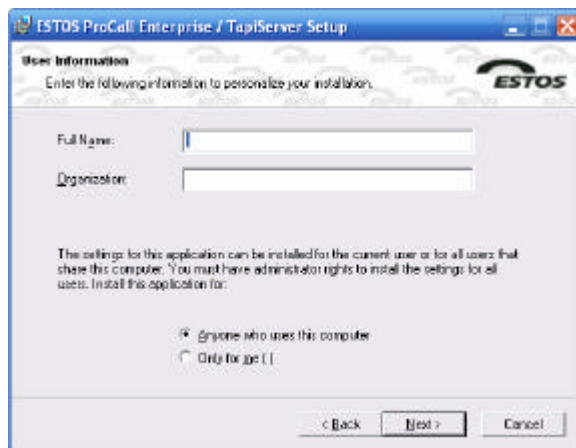
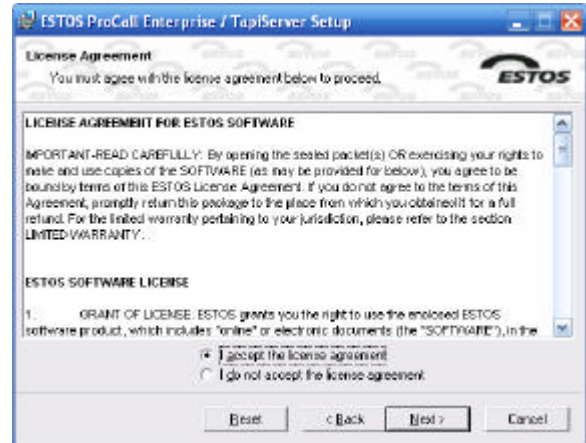
> Run "setup.exe"



> Click "next" until you get to the "installation type" screen.

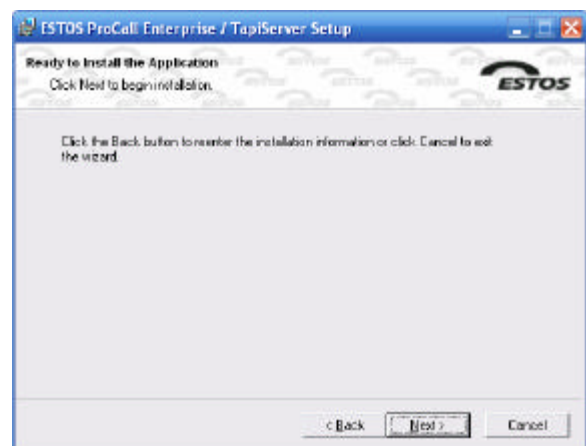
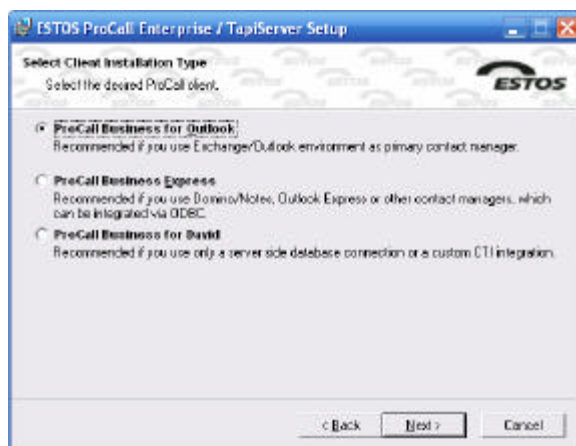


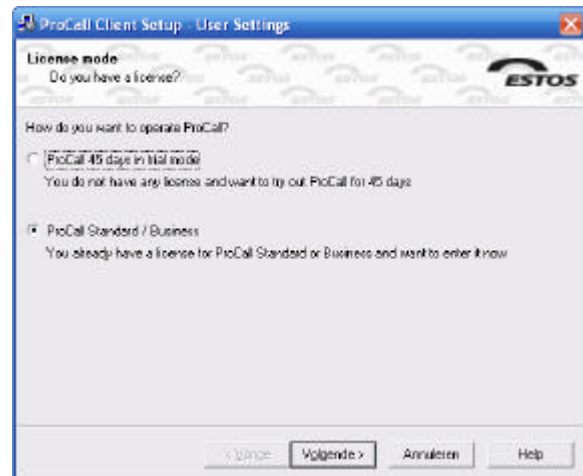
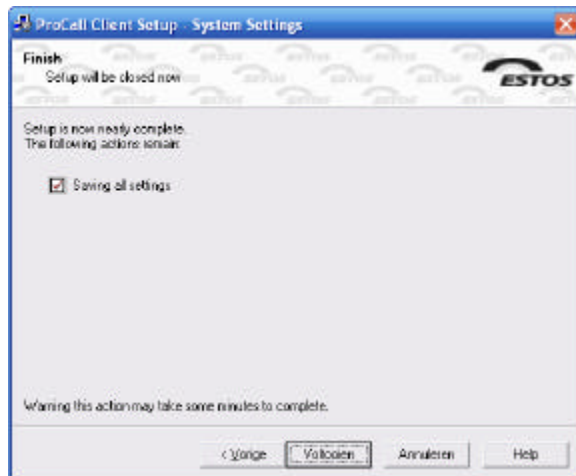
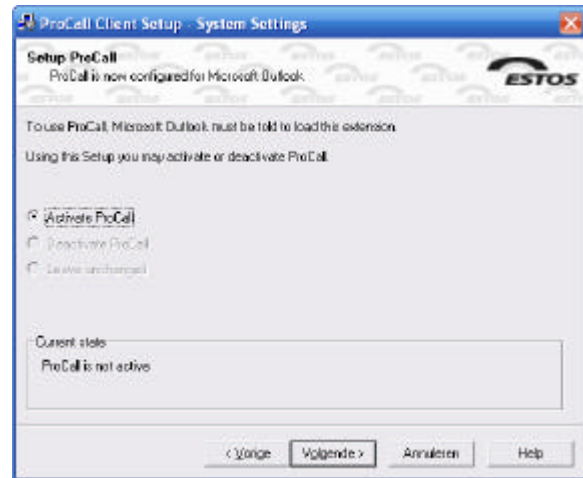
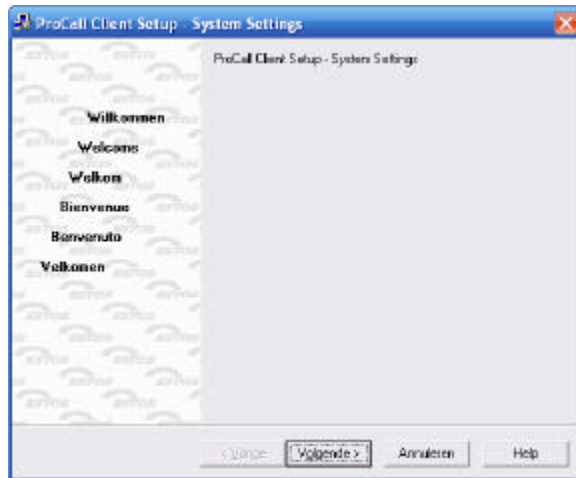




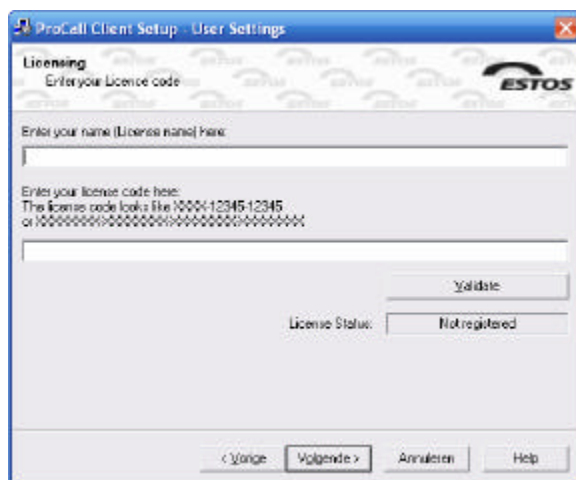
> Please select “single workstation” and click “next” to continue.

> In the screen below, “procall business for Outlook” should be selected. The other options are not supported. Click “next” to continue.





> In the screen above, please select “procall standard / business”. Click “next” to continue and enter the license key in the screen below.



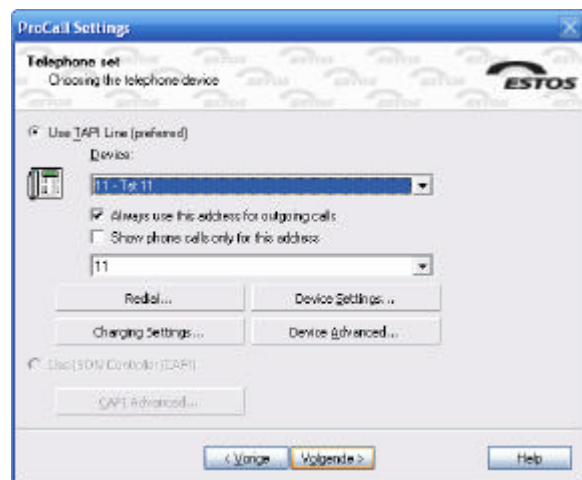
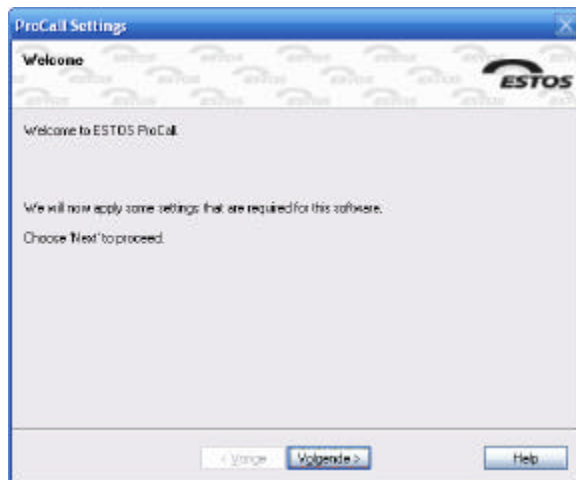
> Click “next” and finish the installation. Procall business is now successfully installed.



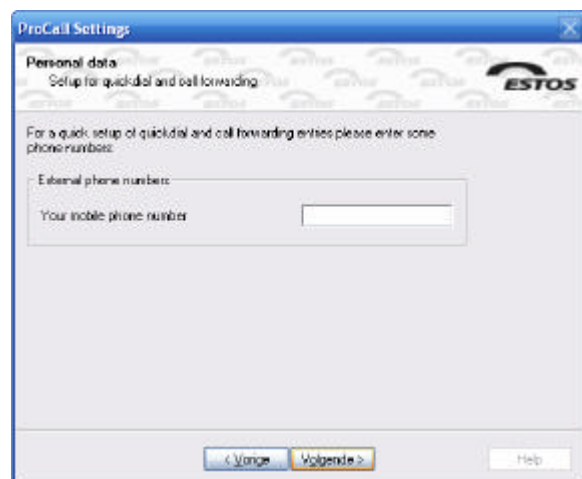
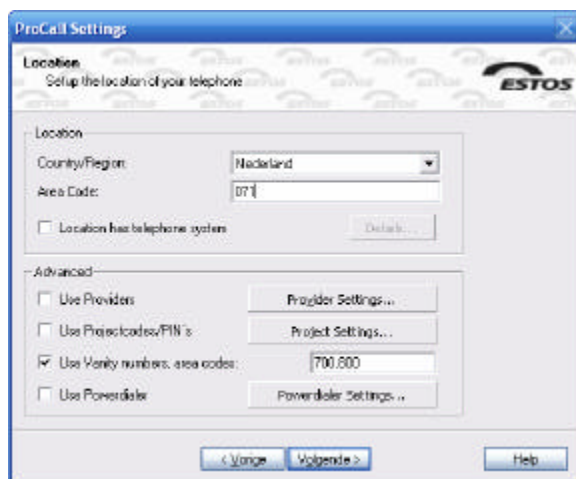
## 2.3) Configuring the MS Outlook plug-in

After the installation of Procall business, Microsoft outlook needs to be started. The plug-in will now be configured with use of the following wizard. It will start automatically.

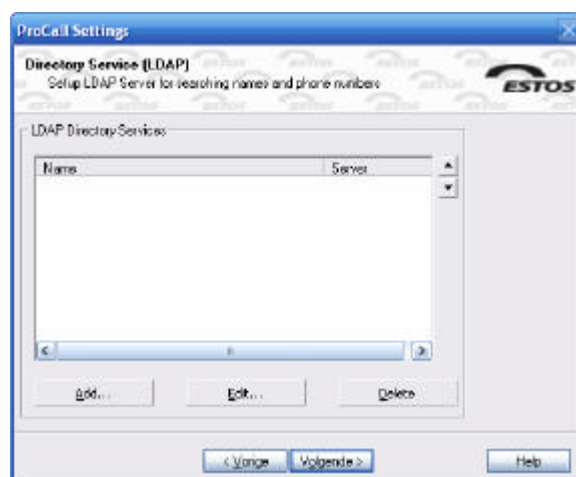
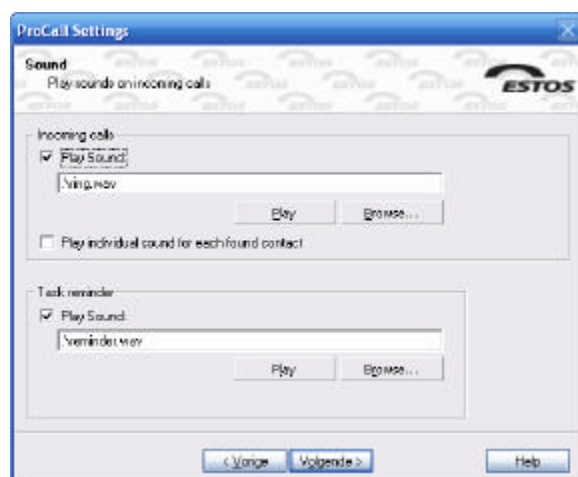
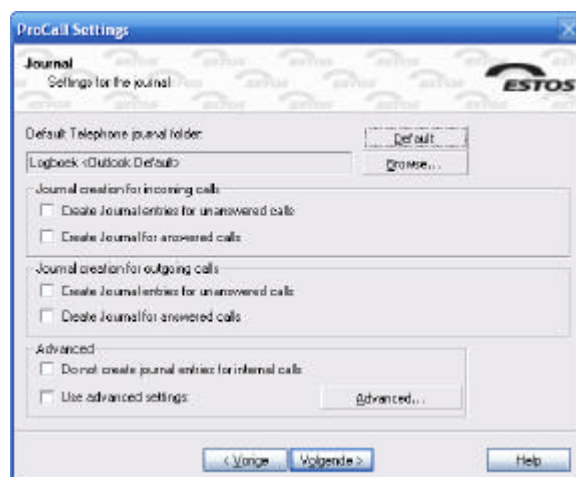
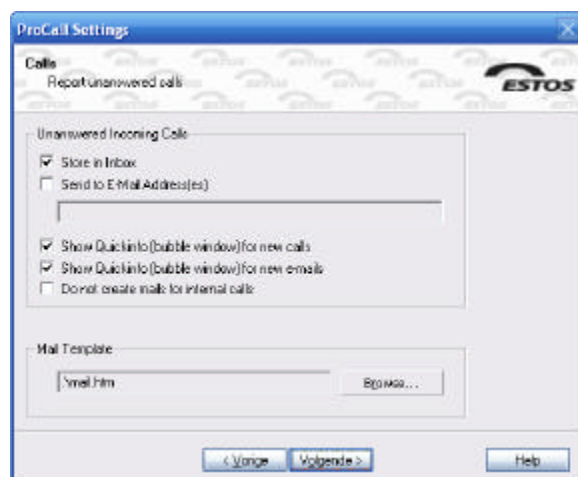
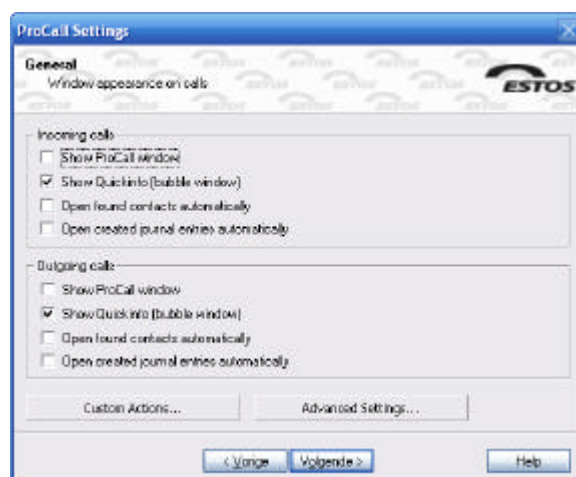
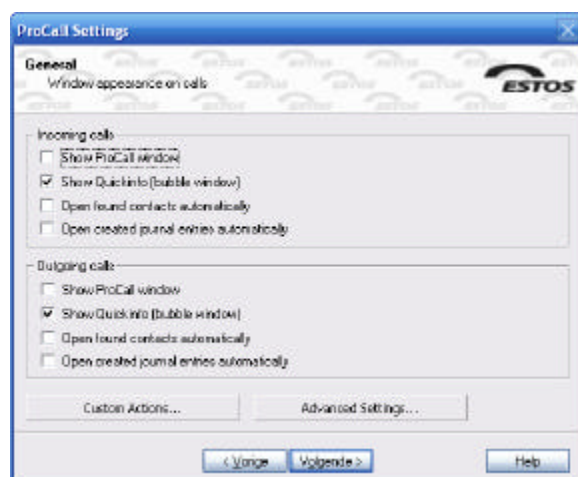
> In the step below, the extension should be specified that will be linked to the pc. In the example below, extension 11 is linked.

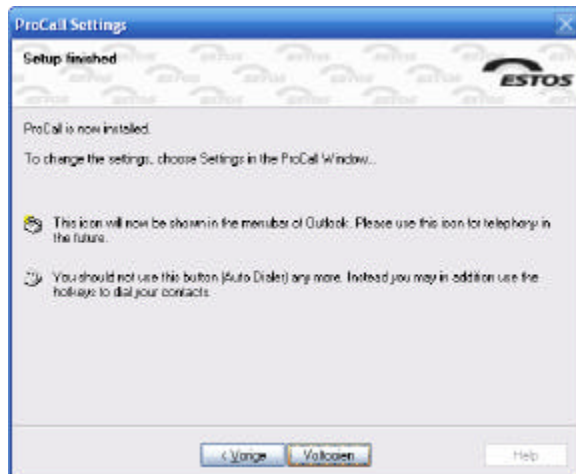
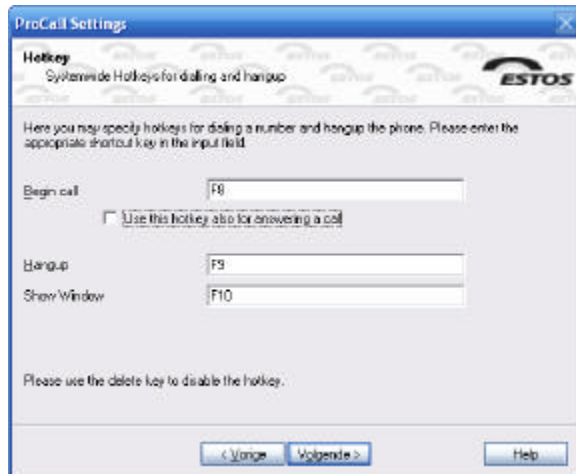


> Please follow the steps below to configure the client. If help is desired, please click the corresponding “help” button.









Procall Business is now configured and ready for use.

### 3) Other applications

On top of the TAPI driver other applications can also be installed. On the internet a lot of these third party applications are offered.

