Caller ID

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GoTAPI setup

This is a program used to get the caller ID information for VOIP phone systems.

Before setup. Make sure engineer done all the installation correctly, also TAPI must be GREEN colour, and TAPI configuration calls,
You can always check if call goes thru before going to intouch.

The files needed are in the s: drive in the intouch folder in a folder call GO TAPI files. There is LevelA_TAPICID.EXE and Callerid.exe

Once all this is done, we can processed to next steps.

1. Copy file levelA_TAPICID.dll to the winci folder.

2 Register it with command : regsvr32 c:\winci\levelA_TAPICID.dll and ENTER.

3. Run CALLERID in winci and make sure is detected.. if not on terminals file to be transfer in windows system32 and then register again. Also if is not working in position 5 , to be added as OPT5= xxx

4.Go to Options >2n page> select TAPI and next to it the actual NAME (TAPI1) etc.

5.Restart program and run it with a CAll.

6.Done

Simon created this page but it was all from Jan (He is the expert).

VOIP phone systems

Below is information that can be sent to customer who ask about getting the caller ID information from VOIP phone systems.

Please ask your VOIP provider to provide another extension. This will enable InTouch to sit a "dummy" phone extension on their line, with the sole purpose of picking up Caller ID.

Then we require following information for the extension:

User, Password, Domain, Outbound Proxy (optional), Port

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We can also work with GoTAPI - your phone provider will have to install this on your computer.

GOtapi information

We can work with GoTAPI - your phone provider will have to install this on your computer. GoTAPI is a program used to get the caller ID information for VOIP phone systems.