

Installation and configuration TAPI 3cx

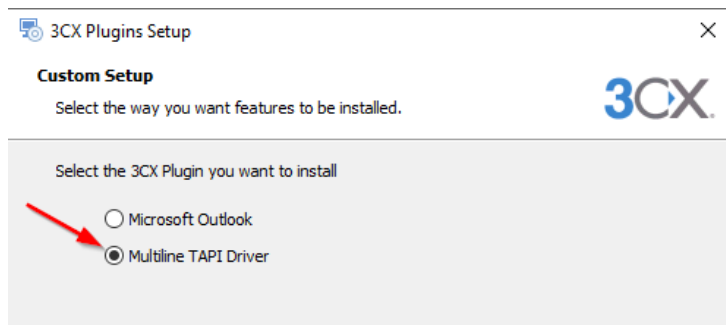
dated 3-4-2023

Required Files:

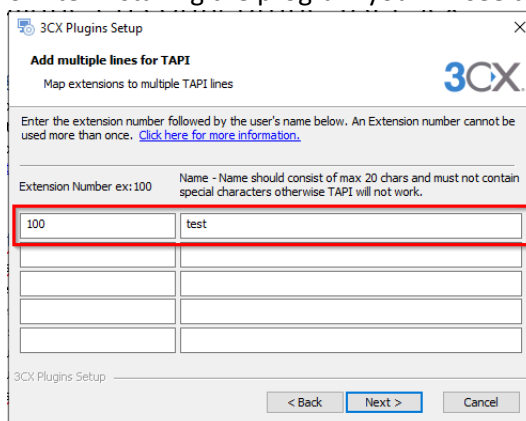
- 3cx Phone for Windows (the 'old' softphone software)
<https://www.3cx.com/user-manual/installation-windows/>
- 3cx TAPI plug-in
<https://downloads.3cx.com/downloads/3CXPlugins15.exe>

Installation and configuration 3CX:

- Install the 3CX phone
- Connect the 3CX phone to the account on the 3CX telephone exchange. For this you need a config file from the administrator of the 3CX telephone exchange.
- Test if the 3CX phone software works properly
- Close the 3CX phone software completely (via icon in task bar)
- Close Outlook, if it is open
- Install the 3CX Phone Plugin
 - o Start the Setup (3CXPlugins15.exe)
 - o Go through the wizard and select the Multiline TAPI Driver



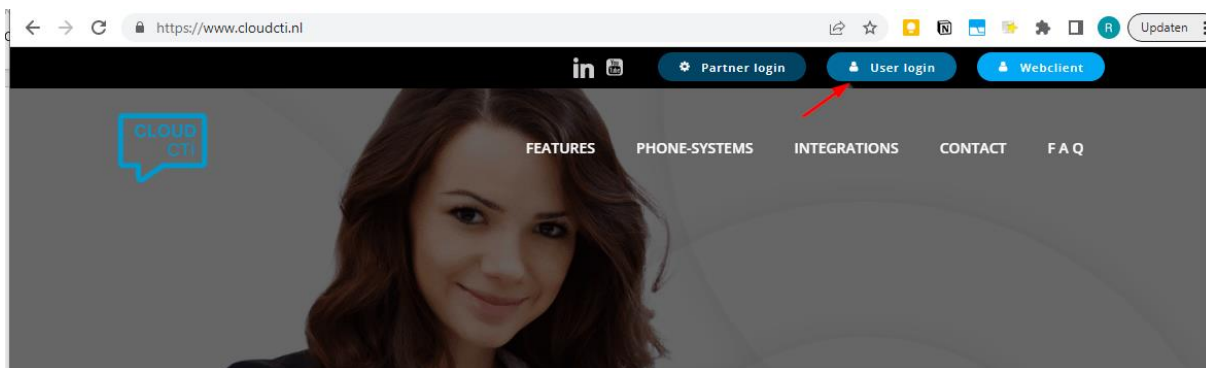
o After installing the program you will see the TAPI configuration screen:



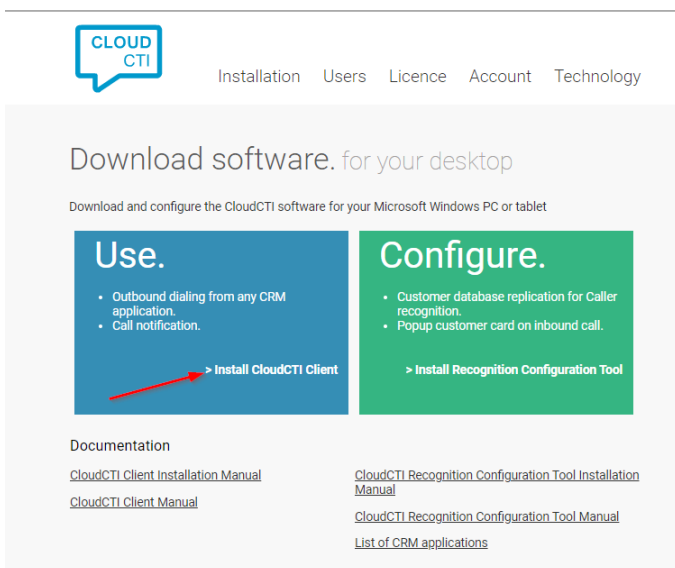
Enter the device(s) to be operated here. On a local PC you only use 1 device here, in a multi-user environment (remote desktop, Citrix, etc.) you enter all users here who need the TAPI.
o Complete the installation.

Installation and configuration CloudCTI:

- Open the website: <https://www.cloudcti.nl>
- Click on User login at the top

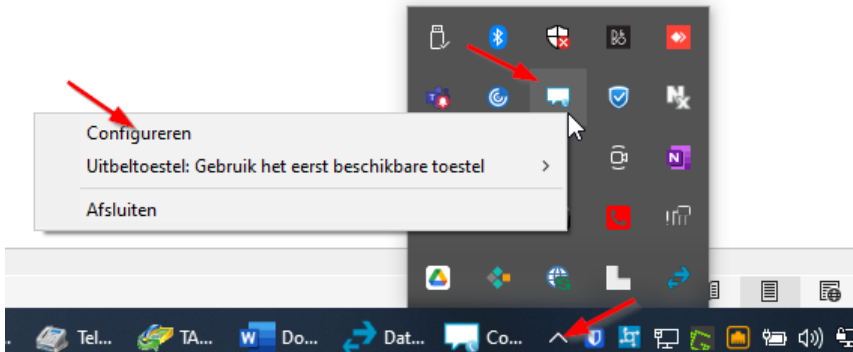


- Log in with the provided login details (email address and password)
- Download the CloudCTI client



- Install the CloudCTI client.

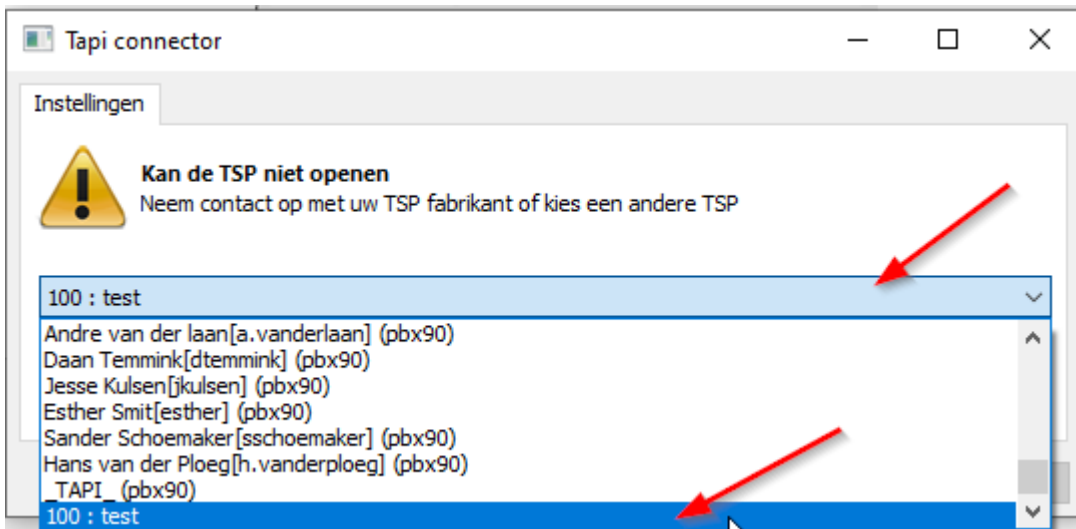
- The client is started after installation
- Log in with the provided login details (email address and password)
- After logging in, the client will appear as an icon in the taskbar. Right-click on this icon and choose Configure.



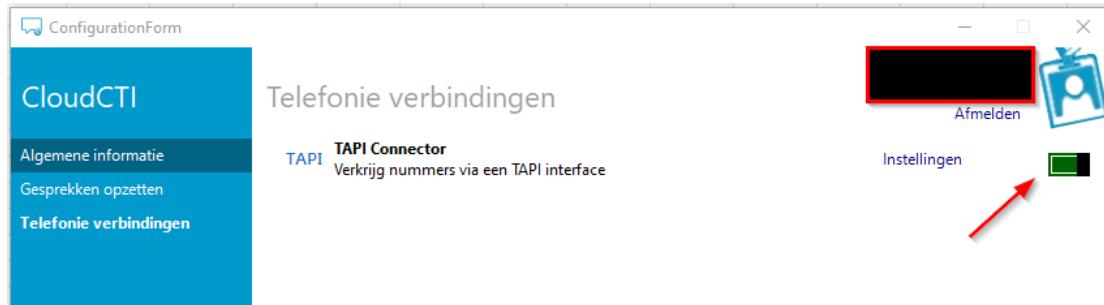
- Click on Telephony Connections in the client
- Then click Settings



- Select the TAPI line created in the 3CX



- Click OK, the switch behind the TAPI connector will now turn green.



Using the 3CX TAPI:

To use the 3CX TAPI it is important that the 3CX Phone for windows application is active!!