# 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

👼 3CX Plugins Setup	×
Custom Setup Select the way you want features to be installed.	3CX.
Select the 3CX Plugin you want to install	
O Microsoft Outlook	
Multiline TAPI Driver	

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

To 3CX Plugins Setup		×	
Add multiple lines for T Map extensions to multip	API ole TAPI lines	3CX.	
Enter the extension number followed by the user's name below. An Extension number cannot be used more than once. <u>Click here for more information.</u>			
Extension Number ex:100 Name - Name should consist of max 20 chars and must not contain special characters otherwise TAPI will not work.			
100	test		
1			
3CX Plugins Setup			

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.

ConfigurationForm		- 🗆 X
CloudCTI	Telefonie verbindingen	Afmelden
Algemene informatie	TAPI Connector Verkrijg nummers via een TAPI interface	Instellingen
Gesprekken opzetten		× —
Telefonie verbindingen		
		÷

## Using the 3CX TAPI:

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