



SIMU CONNECT TAPI Integration Guide



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Integrate Simu Connect Desktop Client with TAPI

Cloud One offers a TAPI software driver that can be installed on your PC to seamlessly integrate with your Simu Connect Desktop Client (Windows Desktop). This integration allows you to implement click-to-call directly from a variety of TAPI-enabled applications (such as your CRM application) using Simu Connect Desktop Client, eliminating the need for manual dialing of telephone numbers and thus enhancing productivity.

Note: The TAPI integration is available for **Simu Connect (Windows Desktop)** only.

Requirements

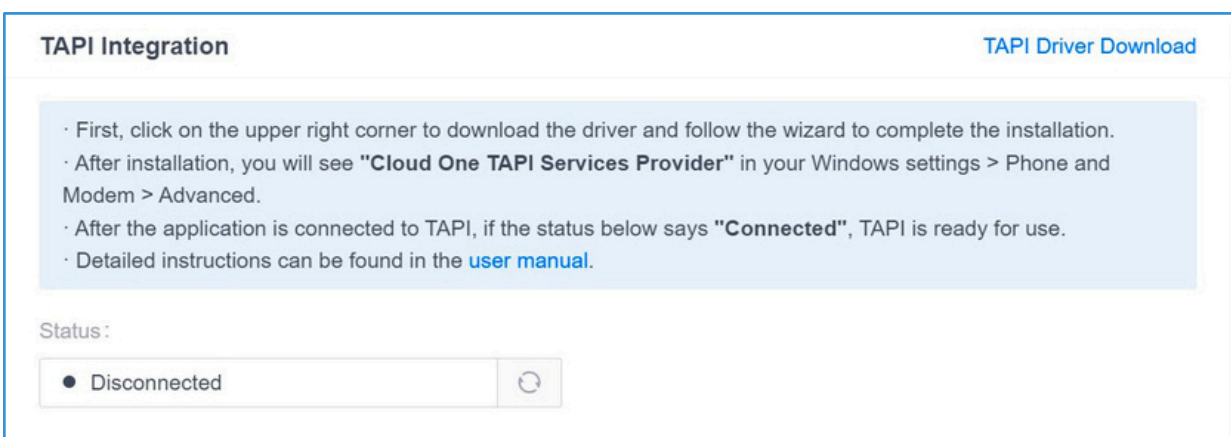
• Simu Connect **Desktop Client (Windows Desktop)**: 1.0.1 or later.

Windows Operating System: Windows 7, Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2008 R2, Windows Server 2012 R2, Windows Server 2016, and Windows Server 2019 (all 64-bit)

Install the Cloud One TAPI driver

Download the TAPI driver on Simu Connect Desktop Client and install the driver on your PC.

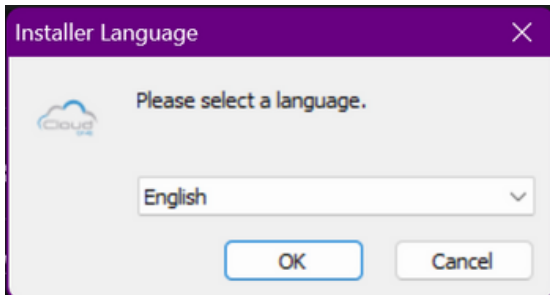
1. Log in to Simu Connect Desktop Client, go to **Preferences > Integration**
2. At the top-right corner of the **TAPI Integration** section, click **TAPI Driver Download**.



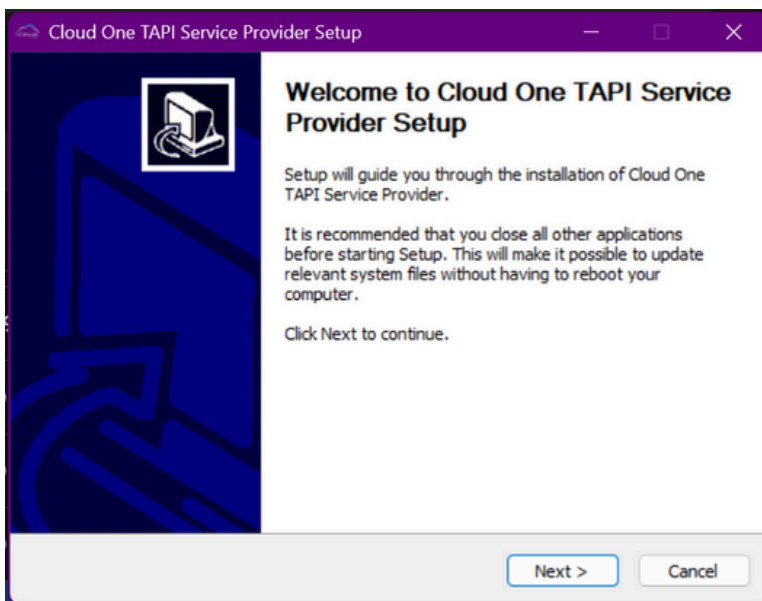
A **CloudOneTAPISetup.exe** file is downloaded to your PC.

3. Open the **CloudOneTAPISetup.exe** to install the TAPI driver.

a. Select the desired language.



b. Click **Next**



c. Specify one or more extensions that are allowed to use this TAPI integration, then click **Install** to continue the installation.

Note: By default, you can add up to **5** extensions on this setup page. If you require more lines, you can add the desired extensions by editing the TAPI driver's configuration files after installation.

Cloud One TAPI Service Provider Setup

Add Multiple lines for TAPI

Map extensions to Multiple TAPI Lines

Enter the extension number followed by the user's name below.

Extension Number	Name - Name should consist of max 30 chars and must not contain special characters
100	Ext 100
113	Ext 113

Nullsoft Install System v3.10

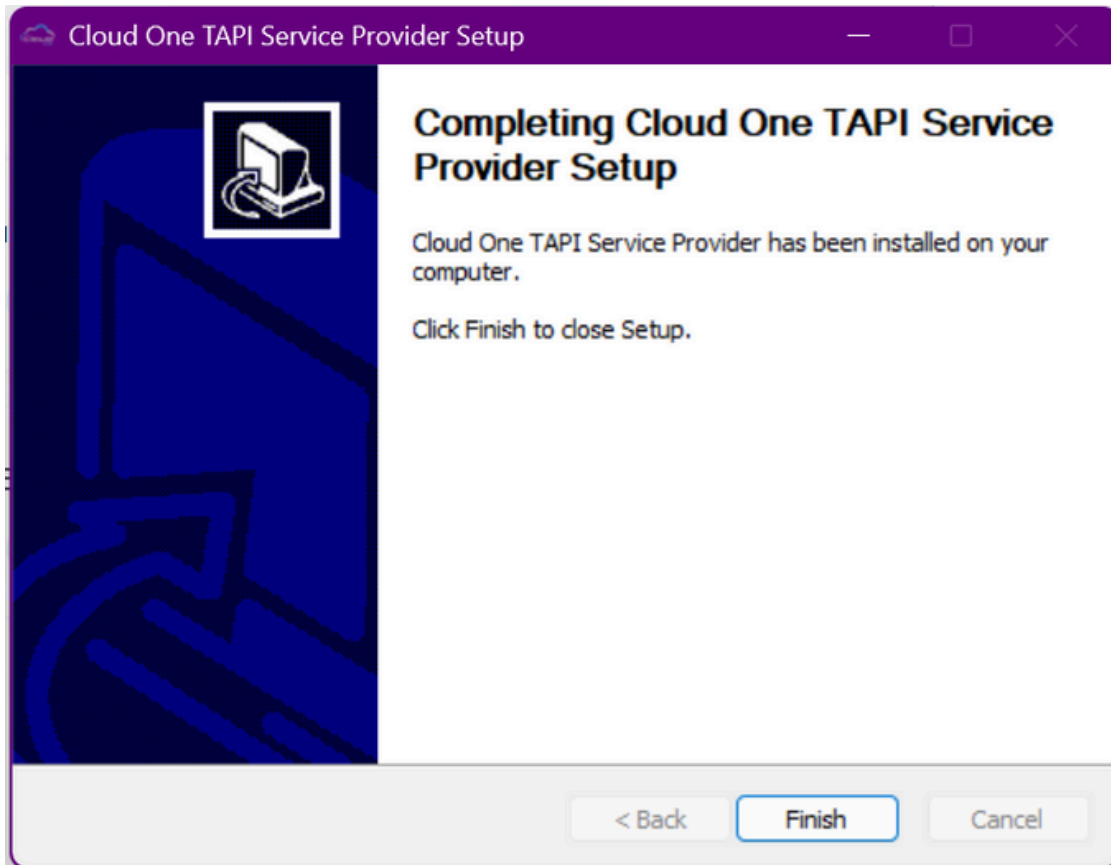
< Back Install Cancel

- **Extension Number:** Enter the desired extension number.
- **Name :** Enter a name to help you identify the extension.

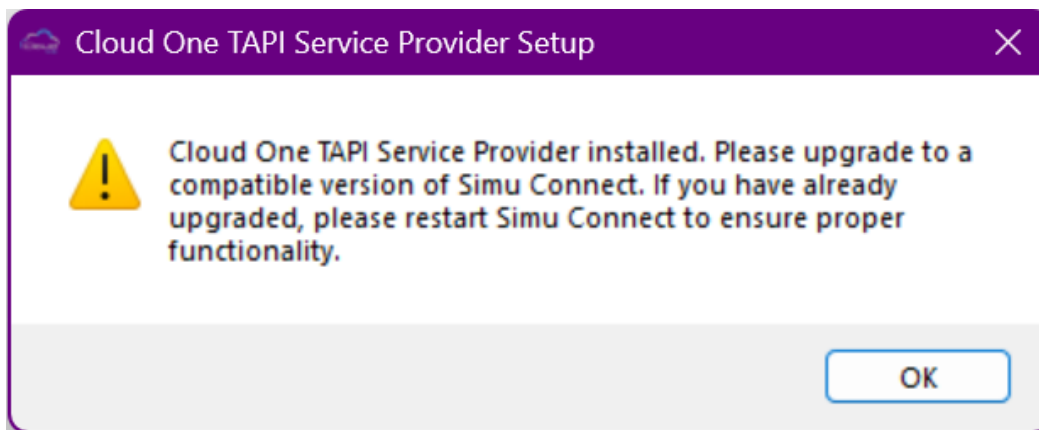
Note:

Only letters, numbers, and spaces are allowed.

d. When finished, click **Finish** to close the installer program.



e. In the pop-up window, click **OK**



4. Restart the Simu Connect Desktop Client.

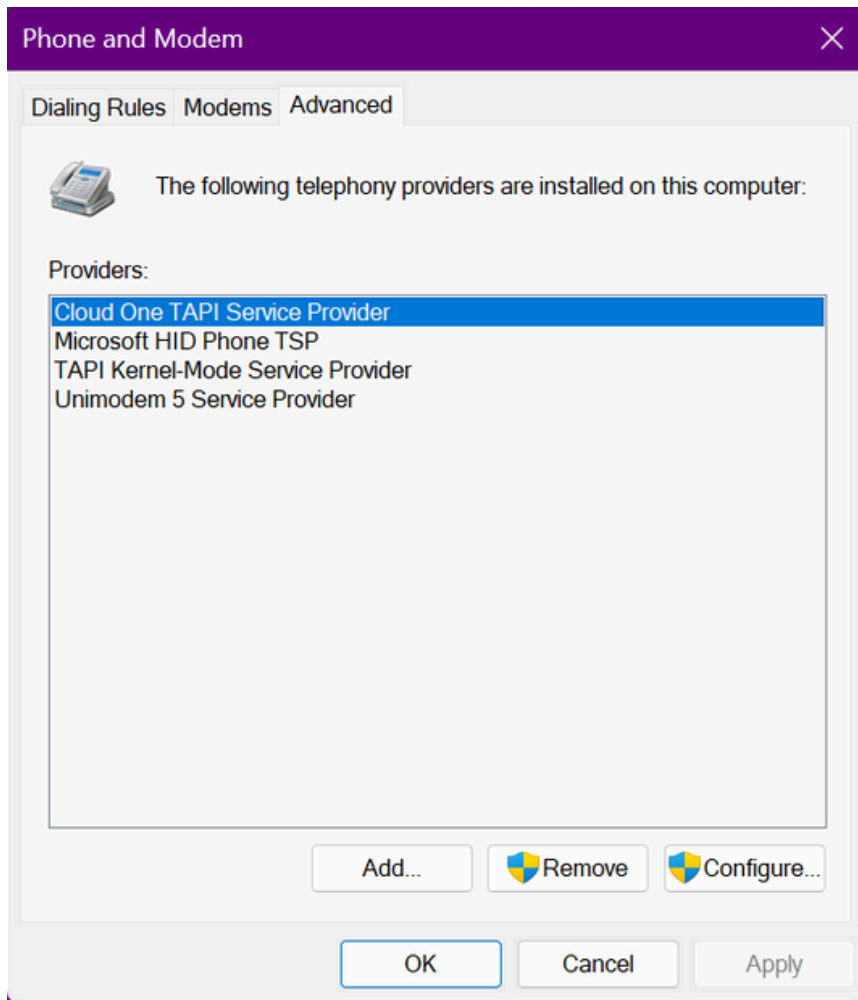
Check the installation result of the Cloud One TAPI driver

You can check whether the Cloud One TAPI driver is installed successfully on your PC.

1. Press **Win + R** to open the Run command window.

2. Type `telephon.cpl` and press **Enter** to open the **Phone and Modem** window.

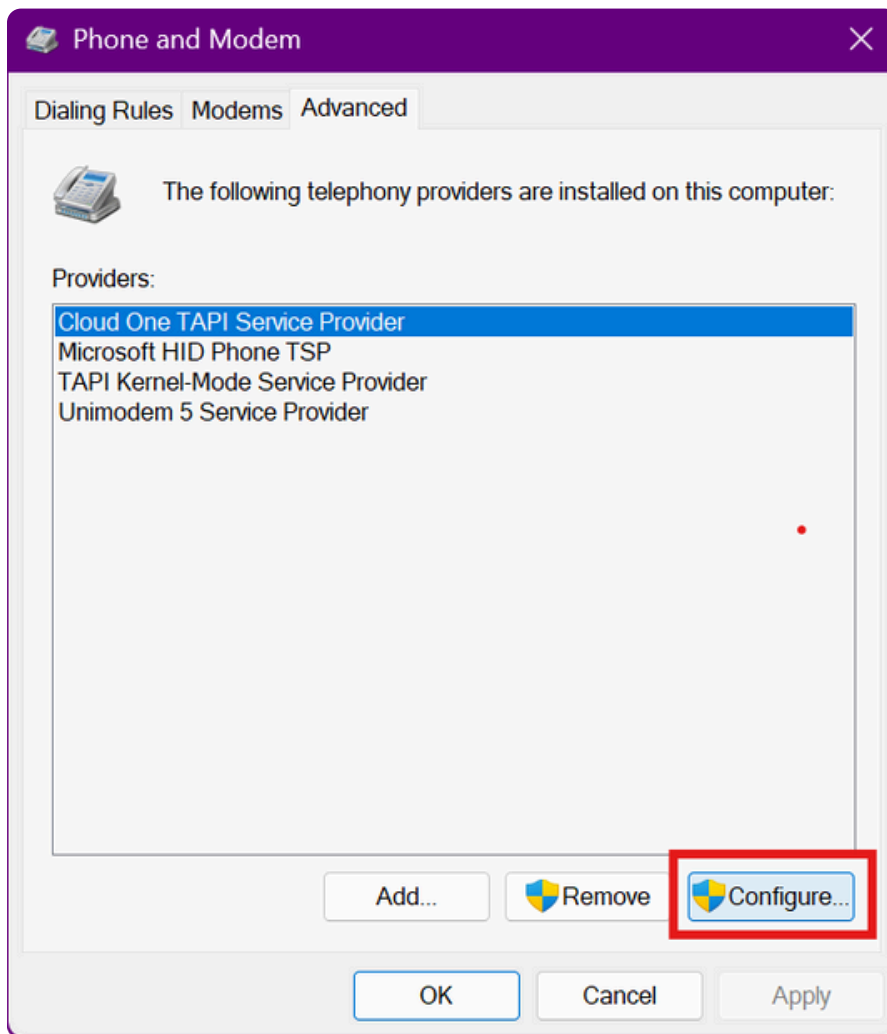
Under the **Advanced** tab, if you see the **Cloud One TAPI Service Provider** displayed in the Providers list, it indicates that the Cloud One TAPI driver is installed successfully.



(Optional) Add more TAPI lines

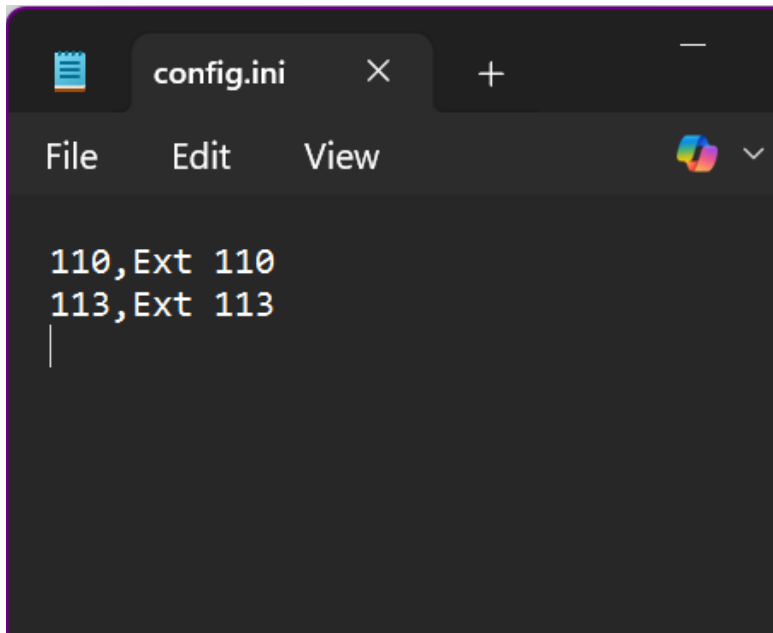
If you want to allow more extension users to use this integration, edit the TAPI driver's configuration file to add more lines.

1. On the **Phone and Modem** window, select the **Cloud One TAPI Service Provider**, then click **Configure**.



The TAPI driver's configuration file config.ini opens automatically.

2. In the configuration file, add as many lines as you need following the structure of the existing configurations, then save the file.



3. Restart the Telephony service to apply the changes.

- a. Press **Win + R** to open the Run command window.
- b. Type `services.msc` and press **Enter** to open the **Service** window.
- c. Find and right-click the **Telephony** service, then select

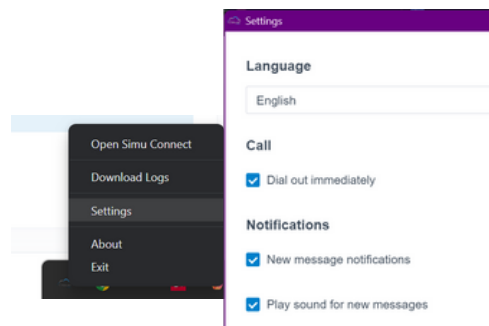
Make a test call via Cloud One TAPI driver

Make a test call to verify whether the Cloud One TAPI driver is operational.

In this example, we use the Windows Dialer app to show how to make a call via Cloud One TAPI driver.

Prerequisites

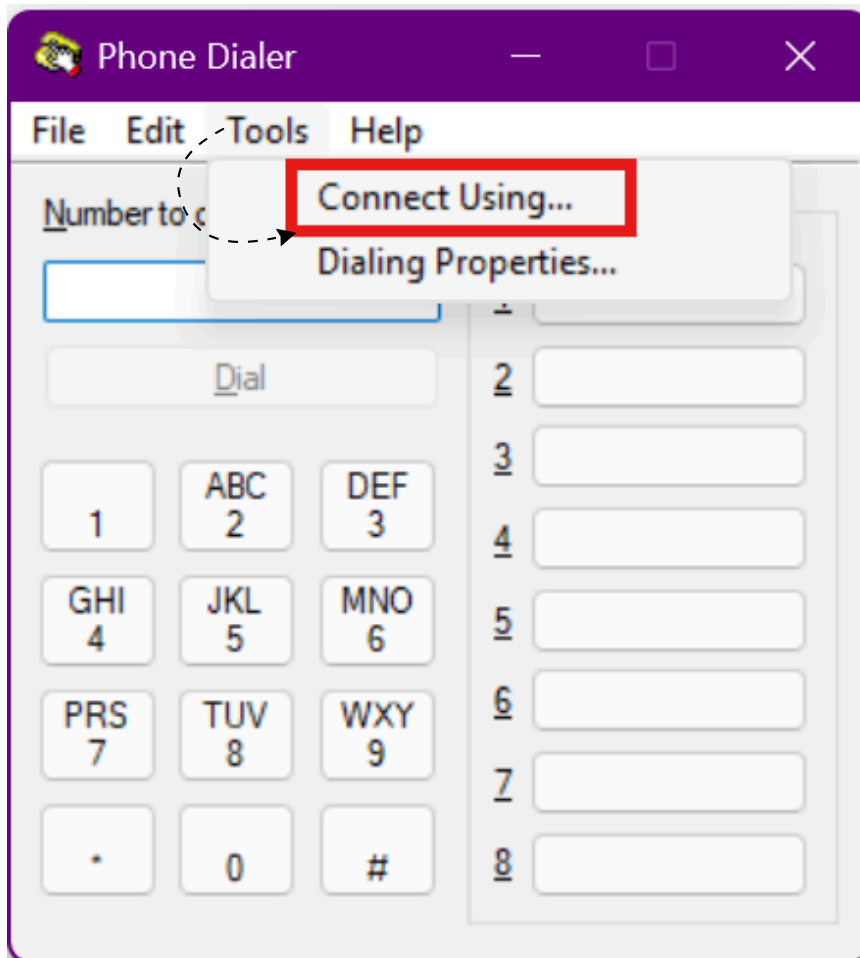
- You have logged in to Simu Connect Desktop Client.
- The **Dial out immediately** setting on Simu Connect Desktop Client has been enabled.



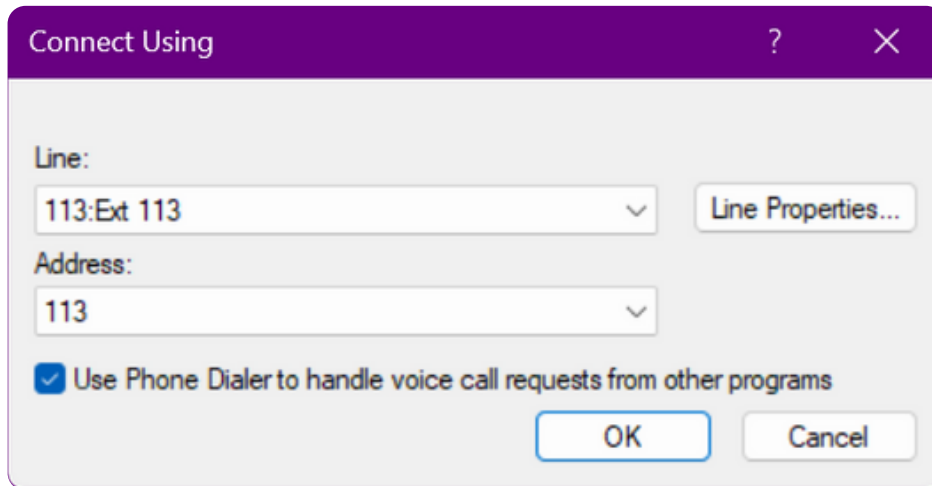
- If you have set up default calling app to other driver or app for your PC before, you need to change it to Simu Connect

Procedure

1. On your PC, press **Win + R** to open the Run command window.
2. Type `dialer.exe`, then press **Enter** to open the **Phone Dialer** window.
3. On the top menu, click **Tools**, then select **Connect Using....**



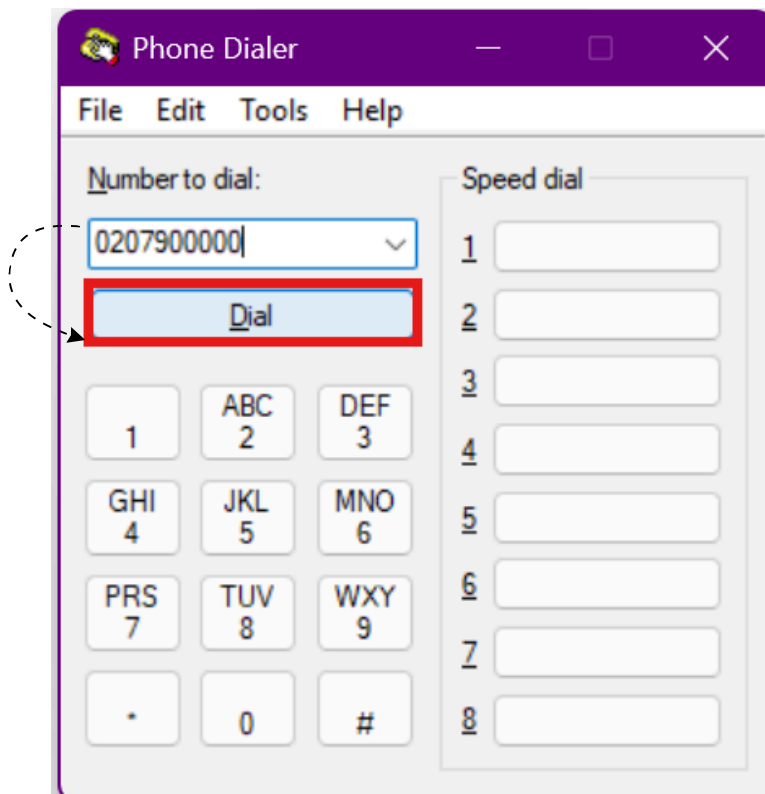
4. In the **Line** drop-down list, select the desired extension, then click **OK**.



When the selected extension log in to Simu Connect Desktop Client, the TAPI integration status will be displayed as **Connected** (Path: **Preference > Integration > TAPI Integration**); The **numbers** dialed in the Dialer will be called out through this line.



5. In the **Number to dial** field, enter a phone number and click **Dial**.



Simu Connect Desktop Client is launched, initiating an outgoing call.

