



A short description of „ho to use“ the SP CTI Enhancer testtool

1. What it does:

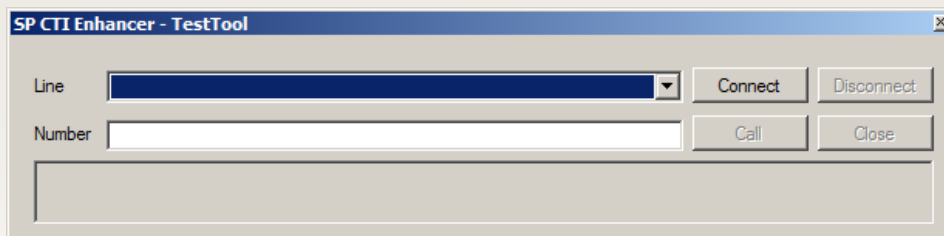
The SP CTI Enhancer testtool is a tool that tests the TAPI connection between your local resource (PC or terminalsession) and your phone system.

2. How to handle:

Just copy the “sptelTestTool.exe” and the “atapi.dll” on your local desktop. If you are working on a local machine this is the right place, when you are working in a terminalsession the desktop of your session is the right place.

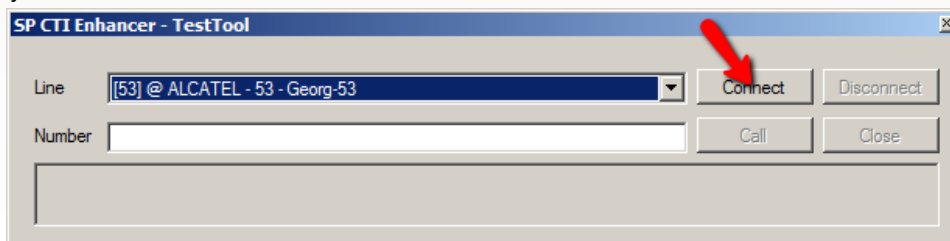
3. Let’s get started:

Run the SP CTI Enhancer testtool from your desktop, the following screen will appear

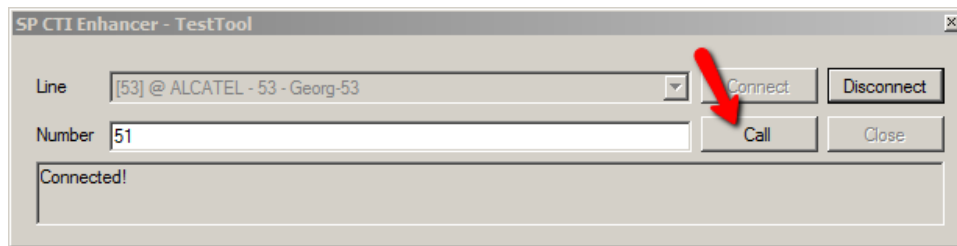


First thing to do now is to choose a phone line you want to use, just click in the box “Line” and choose the one you want. If there is no line showing up to choose from, the TAPI driver is not installed on your resource, better to ask your phone admin now ;-)

If you haven chosen a line, it is now the moment to connect this line with the testtool just click the “Connect” button.



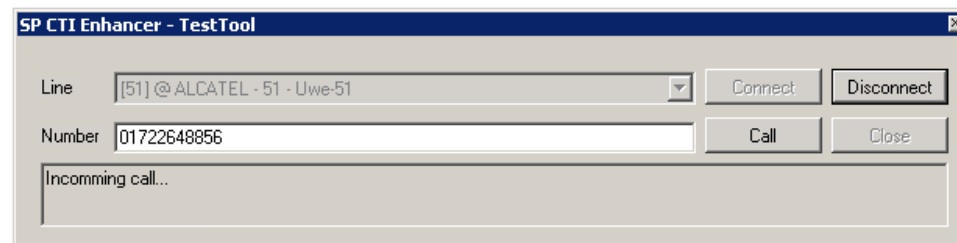
If the connect is successful the testtool shows "Connected" in the status field. Now enter a number (field "Number") you want to call for this test and click "Call" to start the action. If the connection failed, maybe another resource is just blocking the line (look for "skype" or other resources and quit them for the moment).



The status field should now show "outgoing call", time to cancel the call. Click "Close" and the call will be canceled.



If you want to test an incoming call, just dial the number of your chosen local phone in your cell phone and the testtool should look like this.



4. **Summary**

When you are finished the test, close the testtool, clean up your desktop and prepare for the next step.

a) everything just works great, go to www.crm-enhancer.com and place your order, or just leave us a good statement ;-)

b) if you experienced some trouble with your TAPI connection, we are sorry about that! But, we won't leave you alone with this, just contact us via support@softwarepartner.com and let's see what we can do for you.