

Installation manual

for the CloudCTI Client 2.0

Last revision: 29 October 2018

System requirements

Before installation, please make sure your system meets the requirements for the CloudCTI Client according to the table below:

| Component | CloudCTI Client Requirements |
|---|---|
| Computer and processor | 1 gigahertz (GHz) or faster x86- or x64-bit processor |
| Memory (RAM) | 512 megabytes (MB) of system memory |
| Hard Disk | 80 megabytes (MB) of hard disk space |
| Display | 800 x600 resolution or higher monitor |
| Operating System | Windows Vista (32-bit or (64-bit) or later |
| Network | Internet access capability, outgoing connection to port 80 and 443 (for the full list of used hosts see here) |
| Additional requirements and considerations | Windows balloon notifications must be enabled; the TAPI plugin requires a valid Telephony Service Provider (TSP) installed and the Telephony Service running. |

Additionally, the use of CloudCTI requires valid user credentials with valid licenses, which should be acquired through your Telecommunications Service Provider.

Product features

- Click to dial
The following methods are supported and/or registered during installation:
 - Assisted telephony - C:\Windows\System32\assistedtelephony.exe is registered to handle 'make call' requests.
 - TAPI – the TapiDialerTSPx32.tsp (or TapiDialerTSPx64.tsp on 64 bit systems) is added to the Telephony Service
 - URI handlers – C:\Program Files (x86)\CloudCTI Client\makecall.exe is registered to handle the following protocols: callto, dial, lync, skype, tel.
 - DDE Service – DDE requests can be send to DDE service C:\Program Files (x86)\CloudCTI Client\ddedialer.exe
 - Command line – By default the windows folder (%systemroot%) is in the path so, because of the file %systemroot%\makecall.exe, the *makecall* command can be used from any location.
- Recognition and Screenpop
On incoming call the CloudCTI Client queries the CloudCTI Recognition Service and displays the result in a standard Windows notification. If a recognized number has a script associated

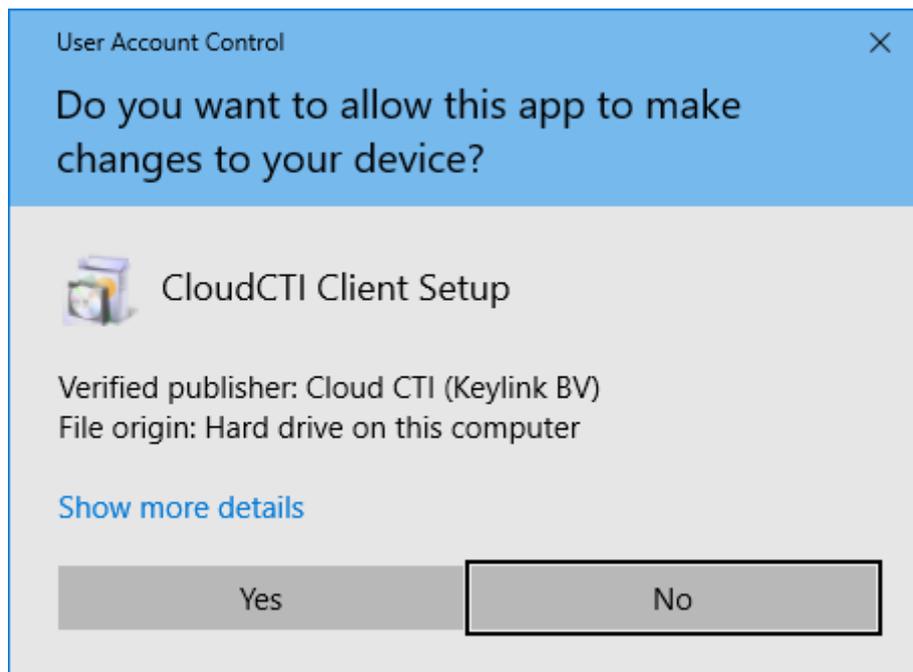
with the number, the user can choose to activate the script to display the caller's information within the user's CRM application. Scripts use one of the following methods:

- Open a URL – a link to the caller's page is opened using the default browser
 - Run an executable with parameters – the client starts an executable that is part of the installation of the CRM application. This executable is not part of the CloudCTI Client installation.
 - Emulate keystrokes – a specific window can be brought to the foreground, given keyboard focus and keystrokes sent to the application.
 - Use a proprietary API – binaries with CRM specific instructions can be used to activate the caller's info (e.g. Outlook's COM interface). These binaries are not part of the installation, but are downloaded (to %localappdata%\CloudCTI\scripts) or updated on the fly.
- Supported languages: English, Dutch, French

Installation

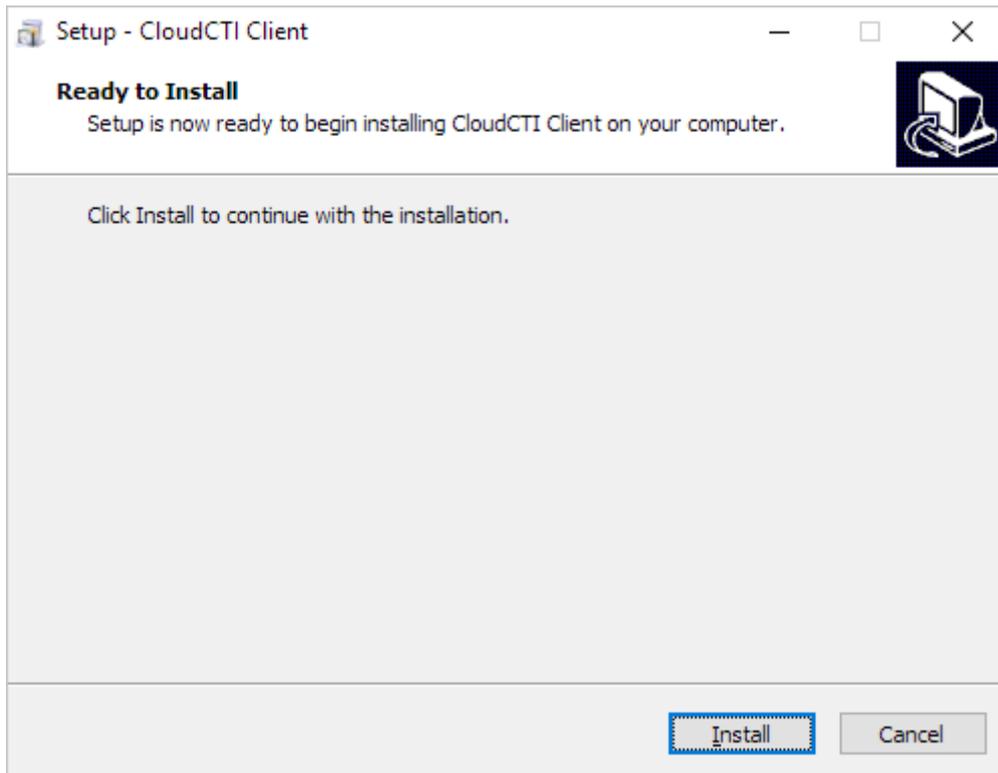
Download the CloudCTI Client from

<https://cloudctidownload.cloudcti.nl/files/Setups/CloudCTIClientSetup.exe> and run the installation file. This triggers the User Account Control dialog.



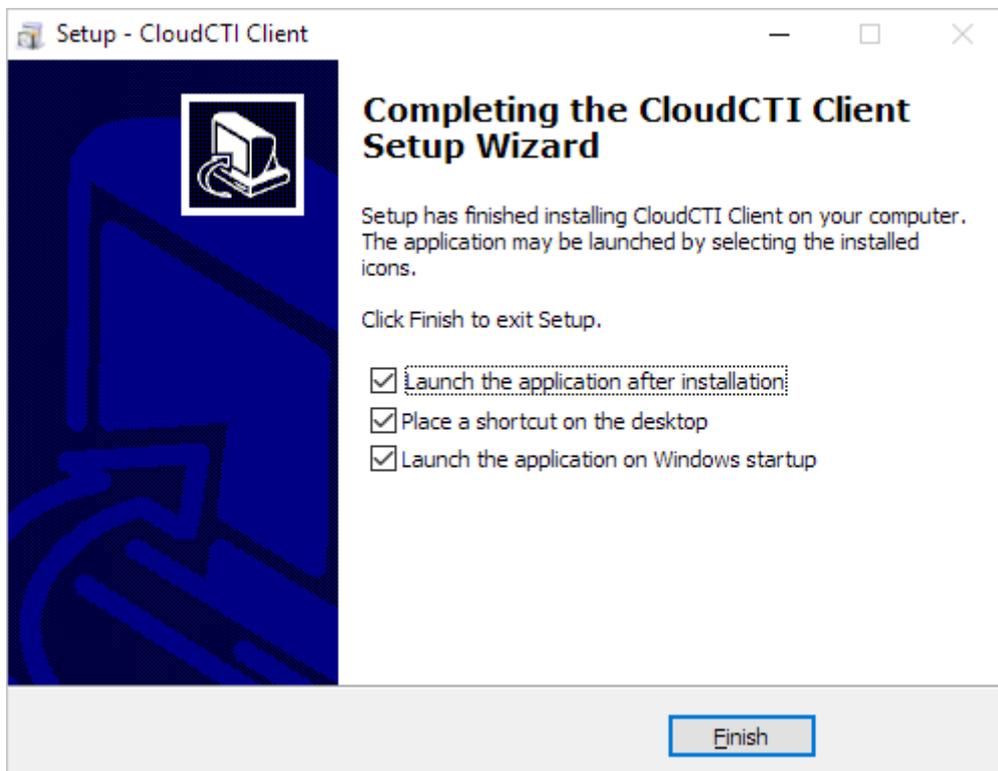
Make sure Cloud CTI (Keylink BV) is the verified publisher and click 'Yes' to allow the setup to make changes.

When the setup is ready to install it shows the following screen:



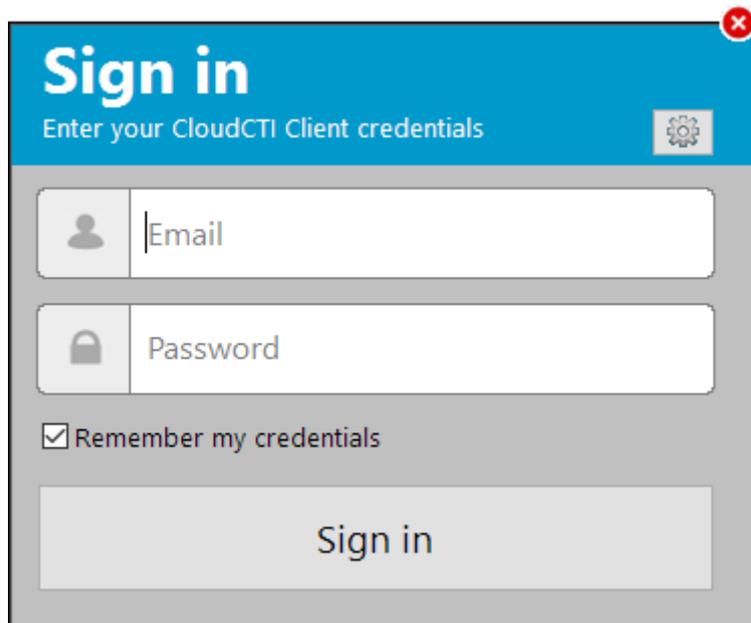
Click 'Install' to start the installation process.

The progress is shown during the installation. When it is finished, the setup will show the following screen:



Select the desired options and click 'Finish' to complete the installation.

If the CloudCTI Client is launched, it will initially show the 'sign in' dialog screen.



The image shows a 'Sign in' dialog box for the CloudCTI Client. The dialog has a blue header with the text 'Sign in' and 'Enter your CloudCTI Client credentials'. Below the header are two input fields: 'Email' and 'Password'. There is a 'Remember my credentials' checkbox which is checked. At the bottom is a 'Sign in' button. A settings gear icon is in the top right corner of the dialog.

Enter your credentials to proceed. Clicking the cog wheel allows you to prevent the automatic launching of the application when you sign in to Windows, to check for available updates, or change the display language. Because the language setting first used in this sign in dialog, it is independent of the CloudCTI account and it is stored locally. By default, the Windows UI language is used. If that language is not supported, English is used.

After sign in the CloudCTI Client shows the configuration screen and it is now ready for use. If the connector to the communications platform has been pre-configured, you can immediately call a number by highlighting it in notepad and pressing the PAUSE key. Incoming calls will trigger a windows notification. For a full guide on how to use the client, please refer to the user guide PDF, a link to which is available in the lower left corner of the CloudCTI configuration screen.

Maintenance and support

The CloudCTI Client will notify the user if a new update is available. It is advised to always use the latest version to prevent unnecessarily experience issues which have already been fixed in later versions. If you do experience issues, also check the [troubleshooting page](#) online which is frequently updated and expanded. For support, please contact your telecommunications provider.