

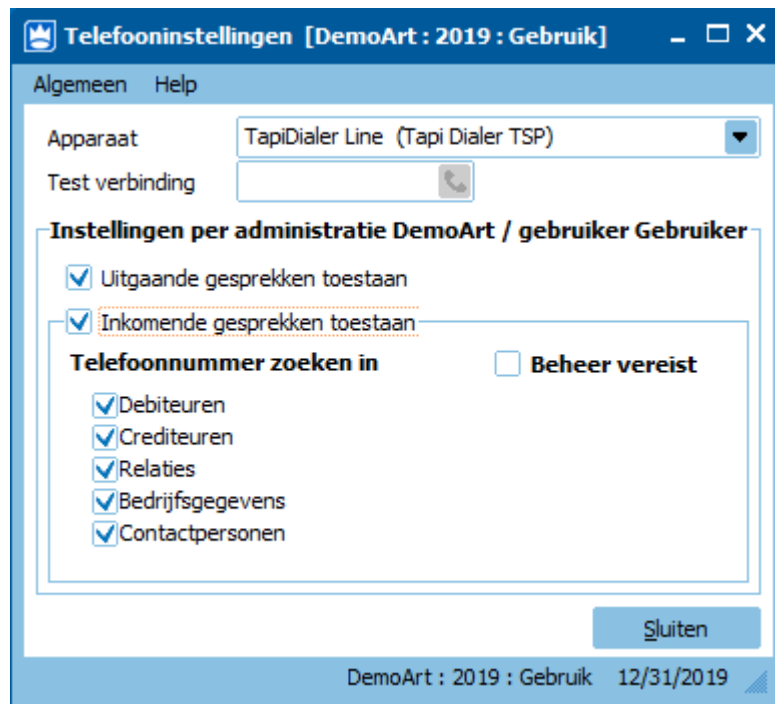
How to configure caller recognition and screen-pop for:

King

Contact replication method: ODBC
Screen pop method: Proprietary API

Prerequisites

For the Outbound dialing, the choose the 'TapiDialer Line (Tapi Dialer TSP)' in the phone settings configuration screen (as shown below). Here, the search checkboxes must also be ticked for the screen pop function to work on incoming calls.



For the recognition on incoming calls, the Synchronization Service needs to connect via ODBC. Configure external access to King with the Administration settings. These settings are located on the right most tab of the administration configuration: 'external access'.

Administratiegegevens [DemoArt : 2019 : Gebruik]

Algemeen Muteren Help

Code DemoArt

Omschrijving Demo-administratie met artikelen

Algemeen Gebruikers Externe toegang

Externe gebruiker

Gebruikersnaam DemoAdmin Aanmaken

Toegangscode ●●●●●●●● Verwijderen

ODBC-koppeling voor deze machine

ODBC-koppeling is voor deze machine en administratie al geactiveerd.

ODBC-mode: Client-server

Activeren ODBC-koppeling voor deze machine

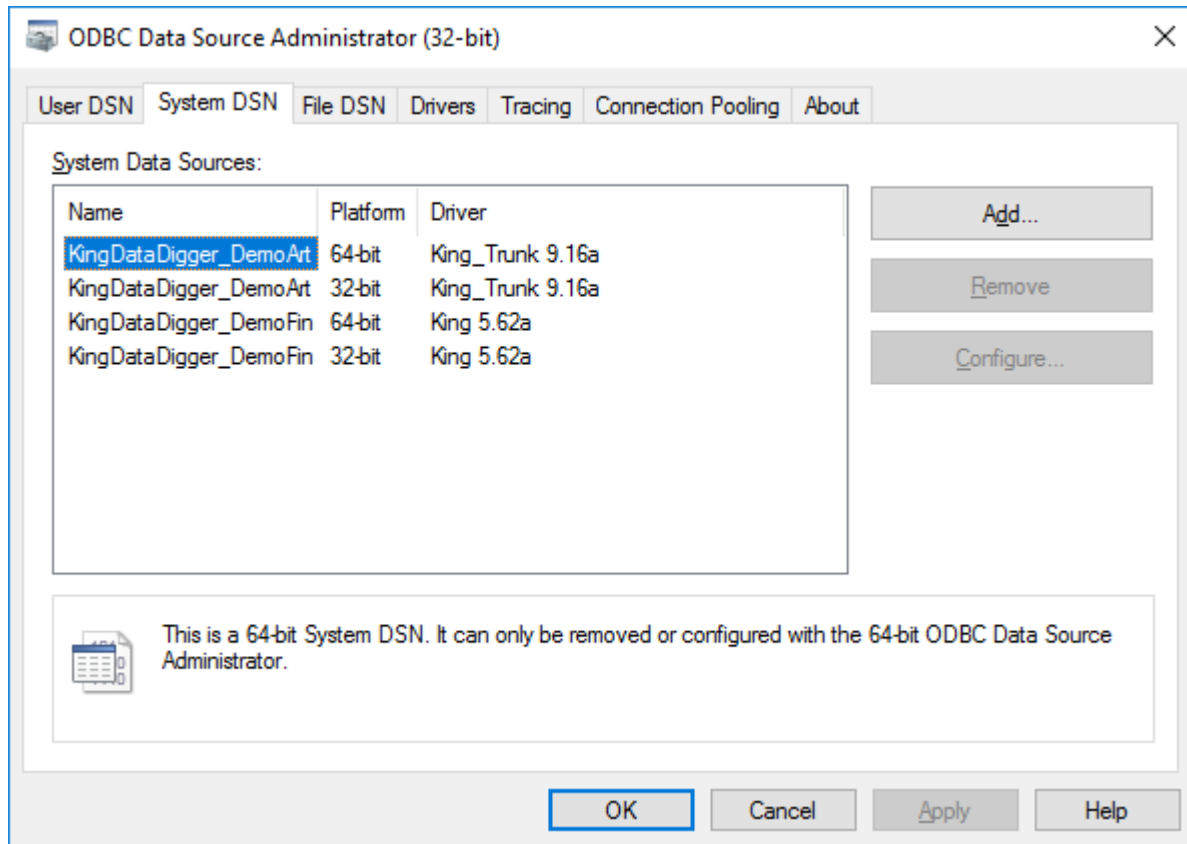
Verwijderen ODBC-koppeling voor deze machine

Sluiten

DemoArt : 2019 : Gebruik 12/31/2019

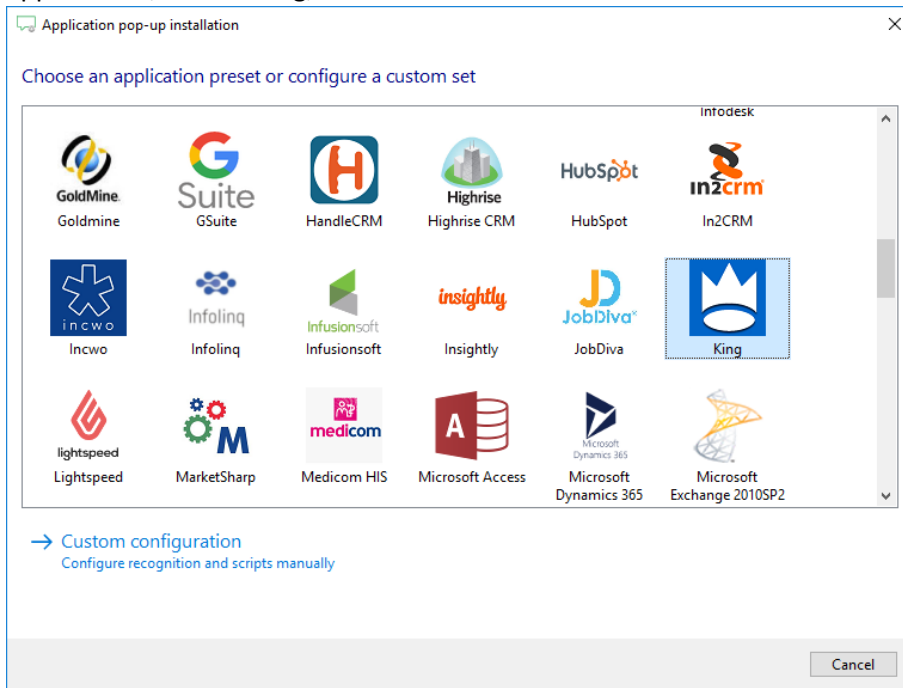
For more info, see <https://www.king.eu/media/64bit-koppeling-versie-2.0.pdf>. With the 64 bits version the 32 bits version is also installed. **Please note that the Synchronization Service always requires the 32 bits version!**

With the external access active, you can open the ODBC Data Source Administrator (32 bit) from Windows to ensure the KingDataDigger data sources are listed with the System Data Sources. Because the Synchronization Service is a service it will only have access to system defined data sources by default.

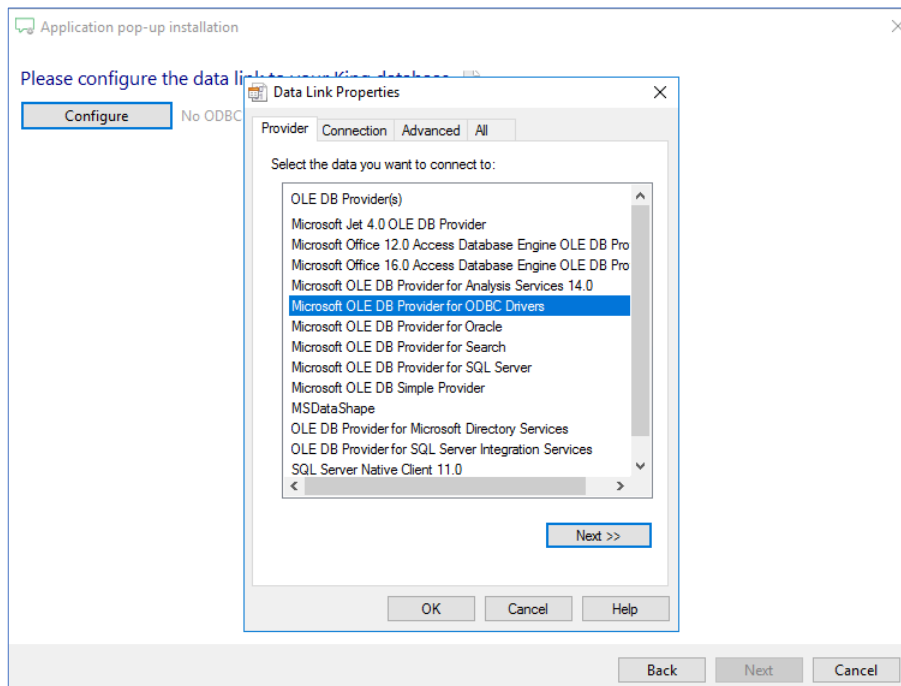


Configuraton steps

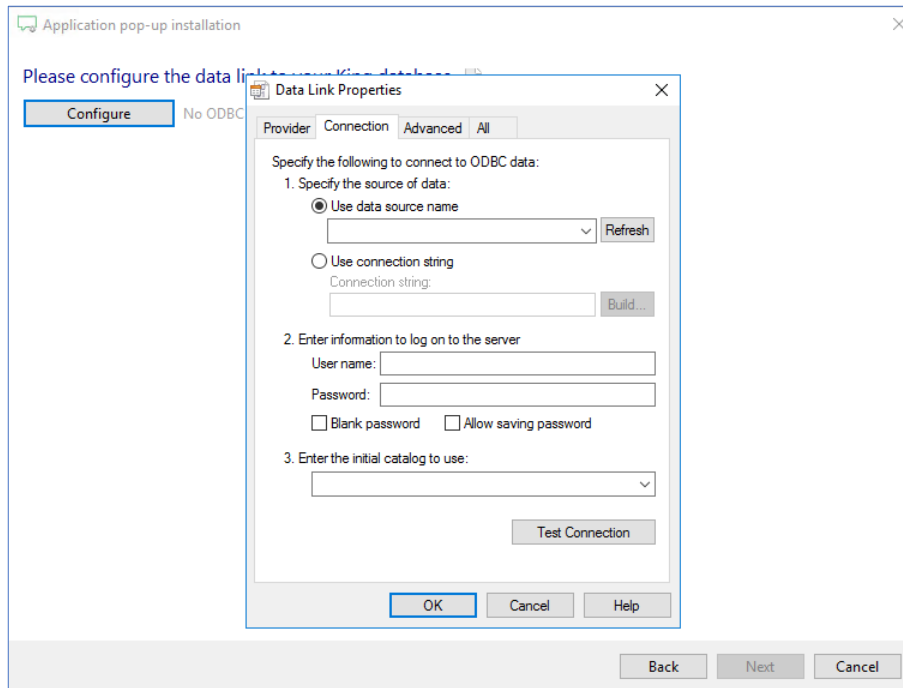
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose King, as shown below.



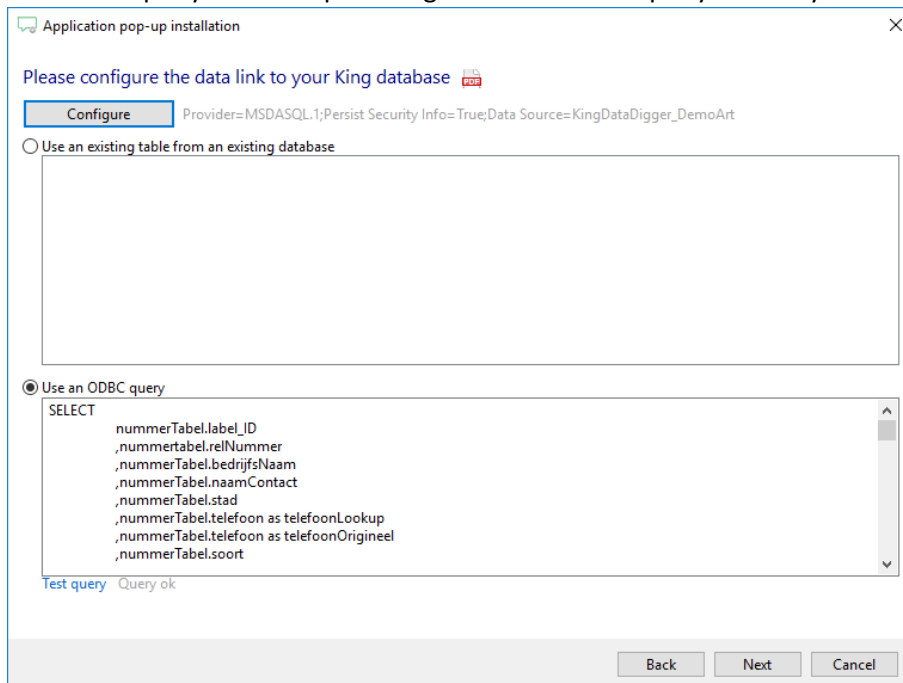
- 2) Press 'Configure' to open the Data Link Properties dialog to configure your ODBC connection. Select "Microsoft OLE DB Provider for ODBC Drivers" and press the 'Next >>' button.



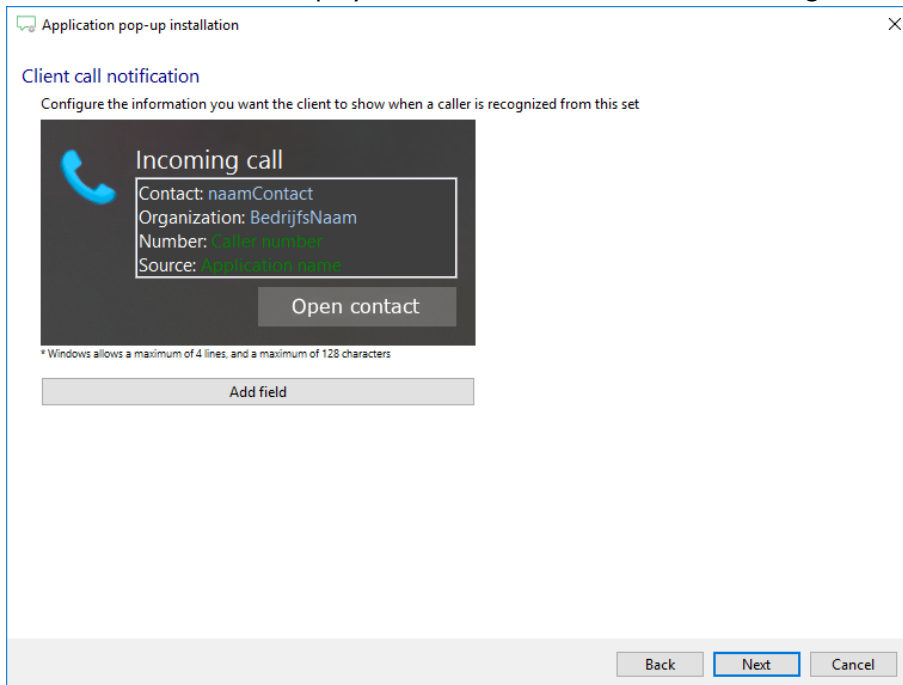
3) Select your system DSN (see prerequisites) and press 'OK' to continue.



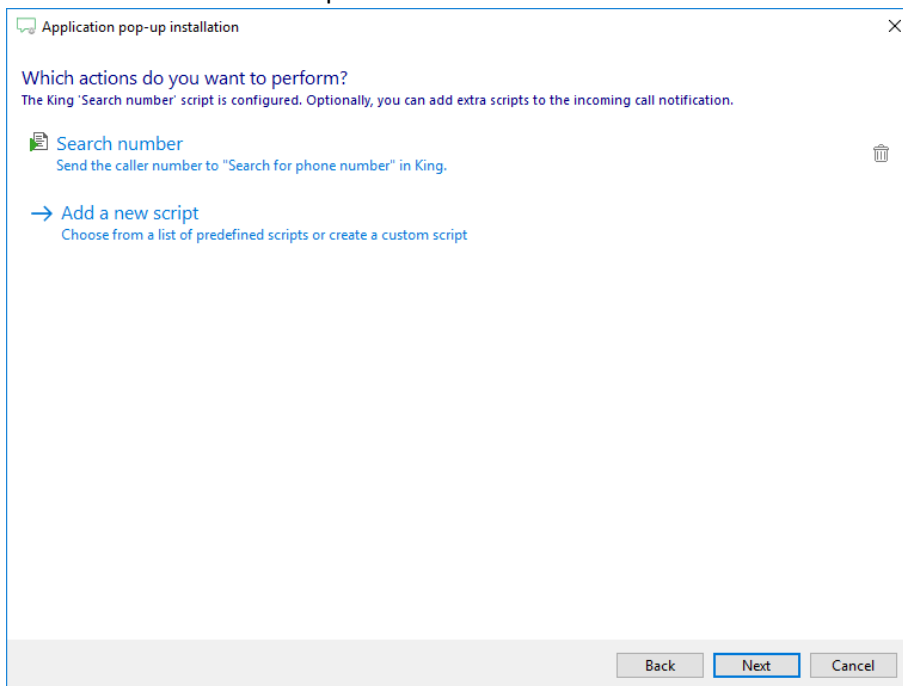
4) The ODBC query has been preconfigured. Press 'Test query' to verify it is working correctly.



5) Choose which fields to display in the call notification on an incoming call.



6) You can add additional scripts or click 'next' to continue.



7) Check the configuration summary and click 'Finish' to add the integration with the application.

