

Lion

*Click Dialer
for TAPI CRM's
using Skype*



Operating Manual

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*** INTRODUCTION ***

The Click Dialer

The Click Dialer is available in 5 versions, depending on the type of telephone service that is being used. The Click Dialer for TAPI is available as a single product:

- 1) **Cricket Click It Click Dialer for softphone VoIP**
(See The Cricket Click Dialer Manual - Do not use this manual.)
- 2) **Green Mamba Power Seller for Skype**
(See The Power Seller Manual - Do not use this manual.)
- 3) **Dolphin Power Seller for softphone VoIP**
(See The Power Seller Manual - Do not use this manual.)
- 4) **Cheetah for Land Lines and hardphone VoIP such as Vonage or magicJack**
(See The Power Seller Manual - Do not use this manual.)
- 5) **Lion Click Dialer for TAPI using Skype (use this manual)**

What You Need To Supply

- 1) **USB or PC Headset (for talking live and for creating pre-recorded messages) – See next page.**
- 2) **Desktop or Laptop PC:**
 - Operating System:** Windows XP or Windows Vista or Windows 7
 - Minimum System Requirements:** 1 GHZ processor, 512 MB of RAM, 10 MB of available hard drive space, Super VGA Monitor, Keyboard, Mouse, Sound Card, and available USB port.
- 3) **Phone Service: Skype.**
- 4) **Broadband Internet Connection**

Consistent bandwidth of at least 90 kbps of both upload and download speed per user is required. Some anti-virus software may block or degrade your VoIP service. If using a cable internet connection, we recommend using a Quality of Service (QOS) modem if your bandwidth is inadequate for high quality sound. Wireless and satellite internet connections may or may not work well, depending on signal strength. Norton and McAfee anti-virus software may block your Skype connection. We recommend using AVG anti-virus software. It is free and can be downloaded here: <http://free.avg.com/>

What You Get When You Buy

- 1) **The Click Dialer Software License to use on one computer.**
- 2) **Operating Manual Online.**
- 3) **Technical Support by E-mail or Chat Online**
- 4) **One Year Warranty.**

How To Get Help

Technicians are available Monday – Friday, from 9 am to 6 pm Central Time (except major US holidays)

The following methods of help are included with your purchase for the first year:

- 1) E-mail: help@tellacom.net
- 2) Chat Online at: www.tellacom.net

Help by telephone is available for \$50 per hour. Purchase at: www.tellacom.net

Headsets/Microphones for Click Dialer

Headsets for Cricket may be used to talk to people as well as to create your pre-recorded messages to play when you reach an answering machine or voice mail. There are many brands, types, and styles of headsets that may be used with Skype and other VoIP services. Below are examples to assist you in your choice:

Wired USB & Analog Headsets:



There are many different styles of wired USB and analog headsets.
Prices start at about \$10.

(Wired USB & analog headsets are available in stores or on the internet.)
Try comparison shopping at: <http://www.google.com/products>

Wireless Headsets: (examples)



Plantronics Audio 995 Wireless 2-Ears PC Headset
Priced at about \$60 (over the head style)

Try comparison shopping at: <http://www.google.com/products>



Plantronics Audio 920 Bluetooth Wireless PC & Cell Phone Headset
Priced at about \$60 (on the ear style)

Try comparison shopping at: <http://www.google.com/products>



Plantronics Audio Savi Go Bluetooth Wireless PC & Cell Phone Headset
Priced at about \$160 (on the ear style)

Try comparison shopping at: <http://www.google.com/products>



Plantronics CS55 or CS70 Wireless Office Headset System
Priced around \$200 (Over the head, behind the neck, or over the ear)
Note: The adapter described below will also be needed)

Try comparison shopping at: <http://www.google.com/products>

Telephone Adapter:



If you want to use a telephone or telephone headset (such as the above Plantronics CS55) that cannot plug into your computer, you will need a ZoomSwitch Analog Handset Phone Switch. It gives you the ability to push a button when using your headset to talk on either your telephone or on the VoIP service of your Power Seller.

“Zoom Switch Analog Handset Phone Switch” sells for about \$30.
Purchase from: Headset Experts, Virginia Tames 800-641-6416 x 104

*** INSTALLATION ***

Very Important: Refer to the E-Mail you received when you purchased the Click Dialer.

Step 1 Install the Click Dialer for TAPI Software:

A: Go to: <http://www.tellacom.com/downloads/siptapiforskye>

You should see this screen:

Click Dialer Install:			
01-03-2011 10:16:20			
To Download click on file name below.	Size	Date	
How to and Disclaimer.rtf	3747656	12-26-2010 09:23:01	
SipTAPI_Install_Skype.exe	1661102	12-31-2010 10:15:05	
SipTapi_Install_32Bit.exe	620473	09-11-2010 16:10:02	
SipTapi_Install_64Bit.exe	631562	09-11-2010 16:10:10	
0 directories, 4 files (6505 Kb)			

B: Click to review:
[How to and Disclaimer.rtf](#)

C: Click to install the Click Dialer software:
[Sip_TAPI_Install_Skype.exe](#)

D: Depending on your PC, click to download 32 or 64 bits:
[SipTapi_32Bit.exe](#) (most PC's will need this)

...Or...

[SipTapi_64Bit.exe](#)

Step 2: License your new Click Dialer Software:

A: Double-click
this icon on your
PC desktop.

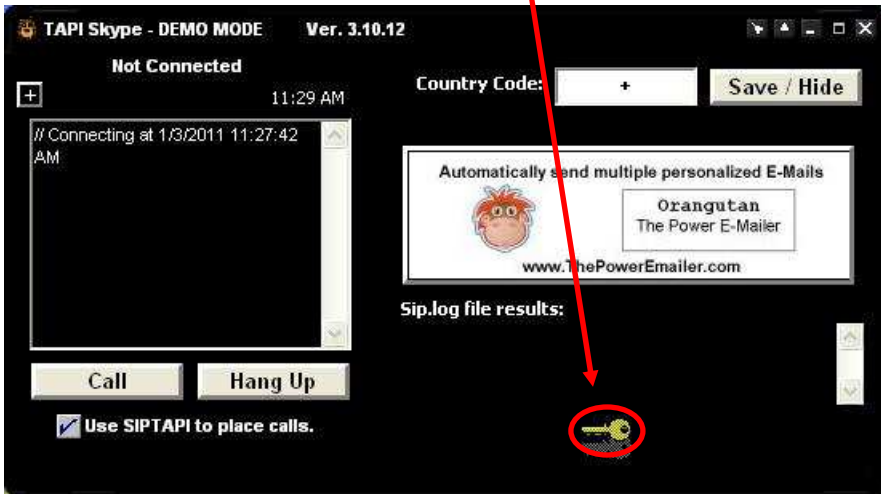


TapiSkype

B: On the main screen of the Click Dialer, click the “+” symbol.



C: Double-click the Key.



D: Enter your name.
E: Enter your email address.
F: Enter your Customer Number (Get this from the email sent to you with your purchase.)
G: Click “Unlock Now!”

To purchase more Lion Click Dialers, click the Buy Now! button.



Step 3: Configure Your Telephony Provider:

A: Click “Start” at the bottom left side of your PC.

B: Click “Control Panel”.

C: Double-Click on “Phone and Modem Options”.

D: Select the “Advanced” tab.

E: Select the “SIPTAPI Service Provider 0.2.9”.

Note: If that is not shown as a choice, click “Add” then select “SIPTAPI Service Provider 0.2.9”, then click “Add”.

F: Highlight “Configure”.

I: In the SIP configuration, in the SIP domain box, enter a valid IP address.

Example: 192.168.1.101.

Note: If you do not know your IP address, go back to “Control Panel, then double-click “Network Connection”, then do a right mouse on “Local Area Connection” (or “Wireless Network Connection”), then “Status”, then “Support”. You will see your IP Address there. Write it down and return to the steps above.

J: Click “Apply” then click “OK”.

K: Go back to “Control Panel, then double-click “Phone and Modem Options”, then click “Dialing Rules”. “My Location” should show a “1” to the right. If not, click “Edit” and under “Area Code” add “1”, then click “OK”.

L: Go back to your Desktop by closing “Phone and Modem Options” and “Control Panel”.

Step 4: Activate TAPI for your CRM:

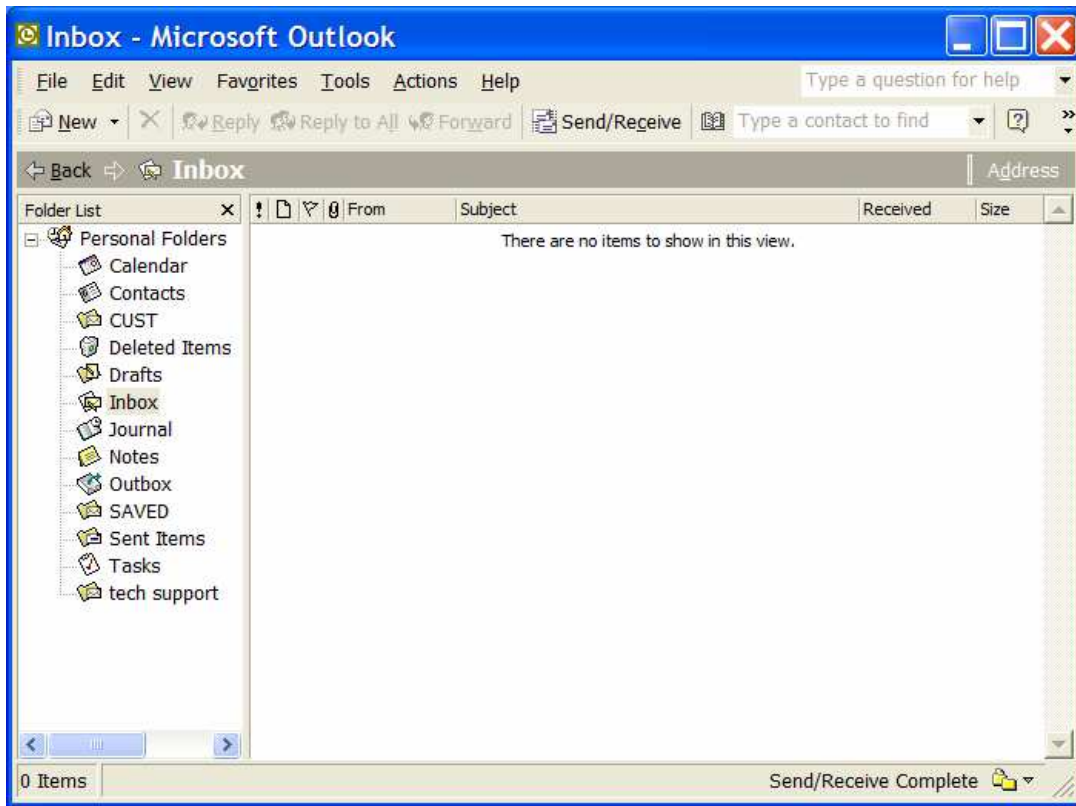
There are numerous CRM's that use TAPI. Please scroll down to find the instructions for your CRM. (If you do not find your CRM, contact their Technical Support.):

Microsoft Outlook

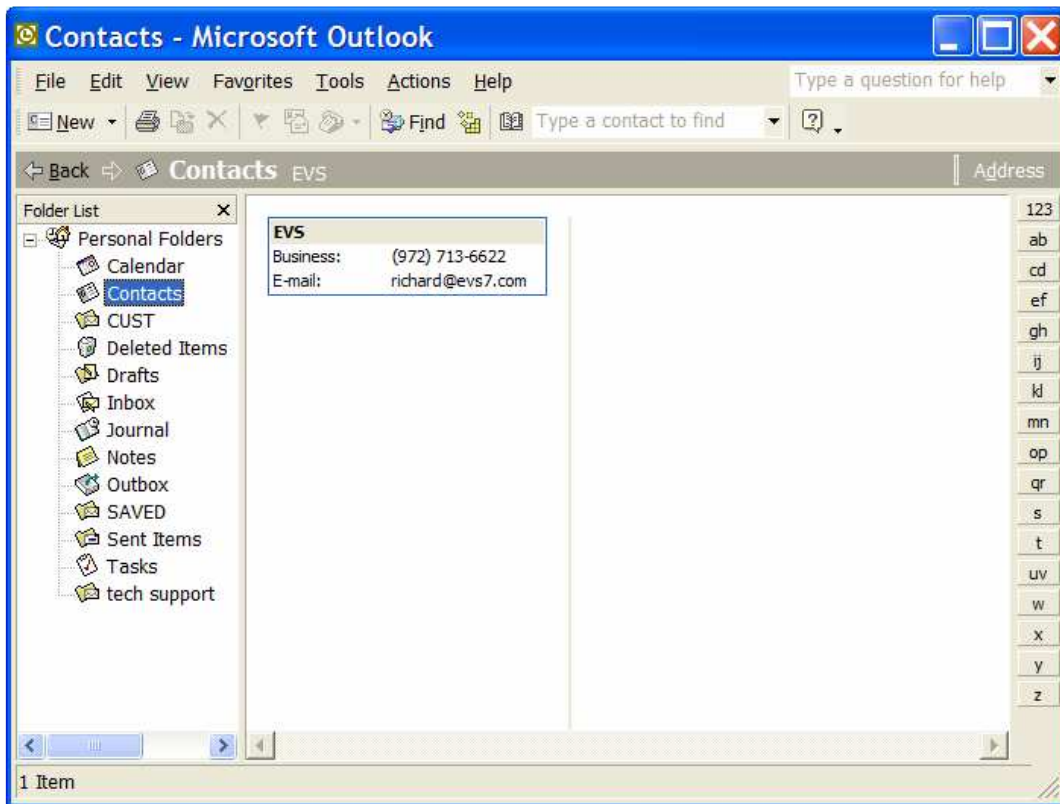
1. Open Microsoft outlook.
2. Open "contacts".
3. Highlight (click) one of your contacts.
4. At the top toolbar, click the PHONE(dial) symbol.
5. In the next menu (new call) select, DIALING OPTIONS.
6. In the DIALING OPTIONS Menu go to the "connect using line" options and select, "SIPTAPI v0.2.9 Debug". Then click the "line properties" button, and on the next menu enter a valid IP address in the SIP Domain box.
Ex: 192.168.1.100.
7. Click "apply" and "ok" to all menus.
8. Open and log-in to SKYPE.
9. Open the "Lion" (SIPTAPI FOR SKYPE) Application.
10. Click on the contact in outlook, click the phone symbol and click start call.

View the following menus to install the SipTAPI driver:

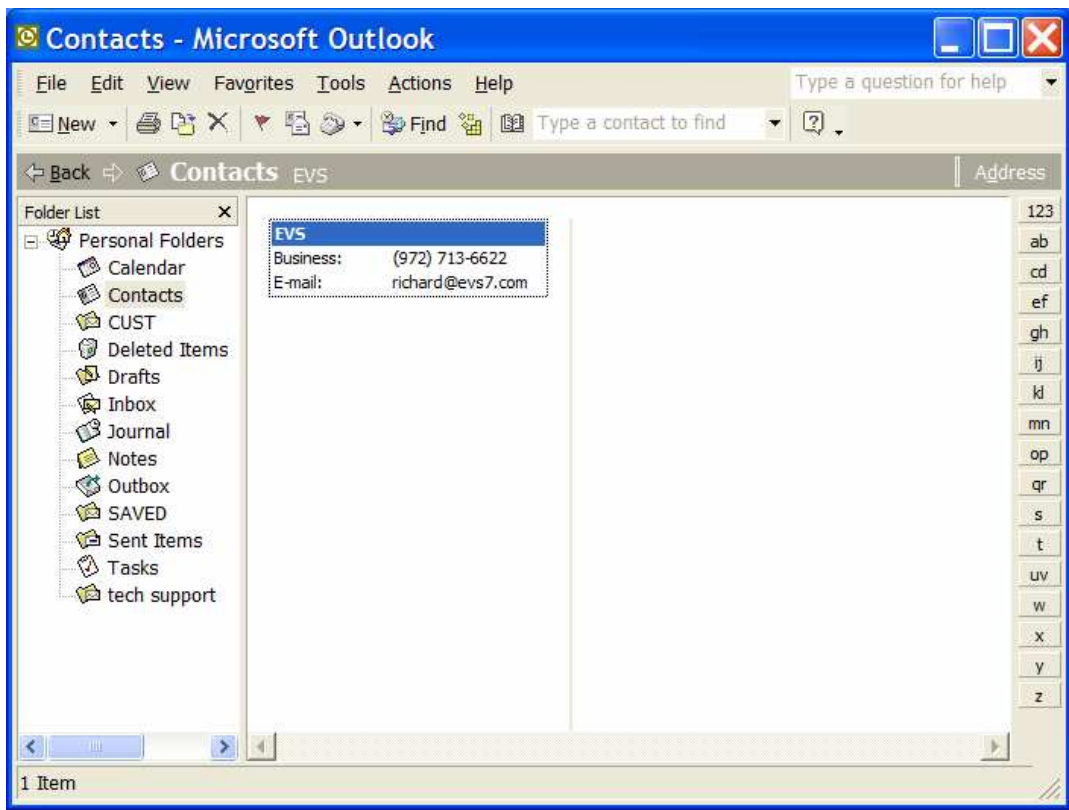
- 1.



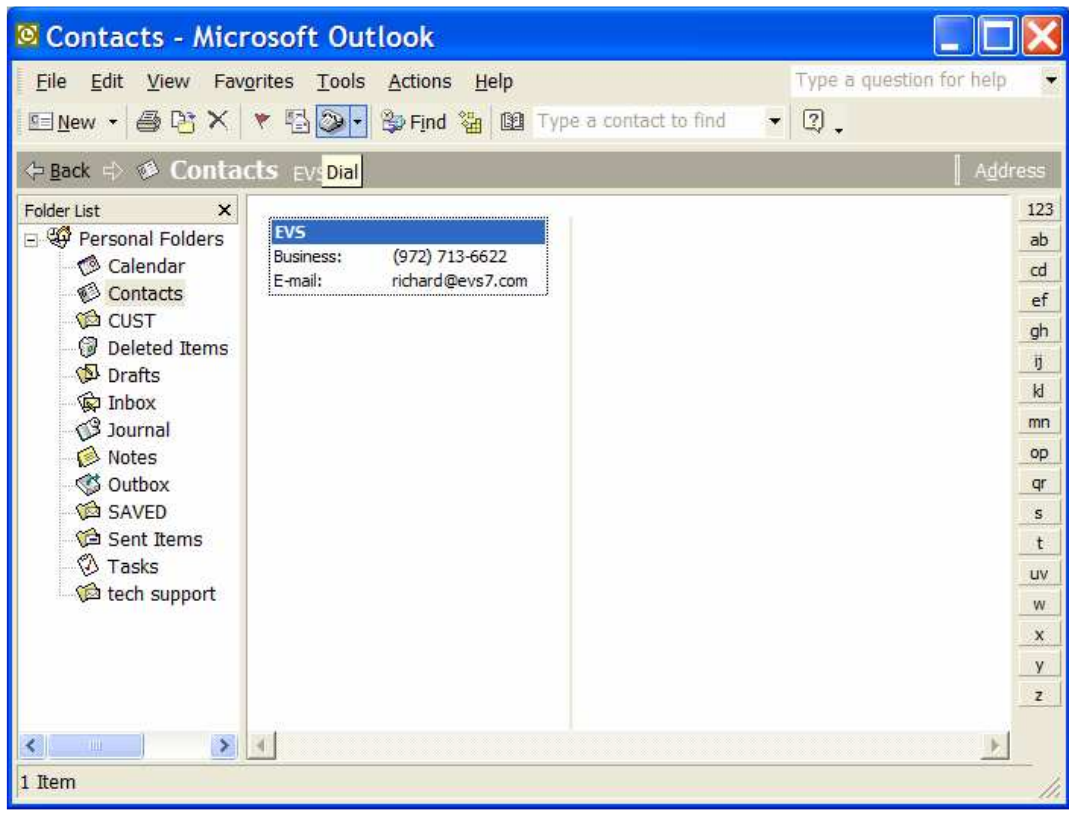
2.



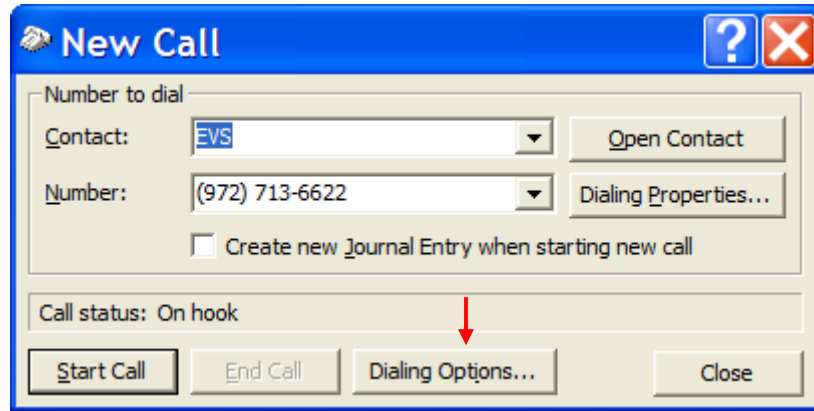
3.



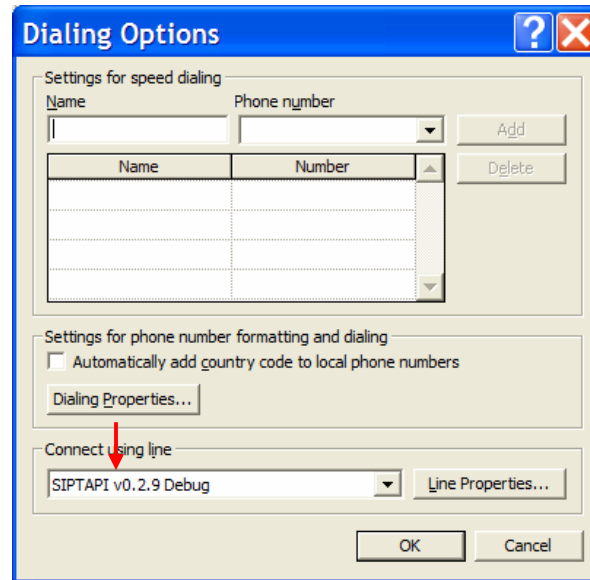
4.



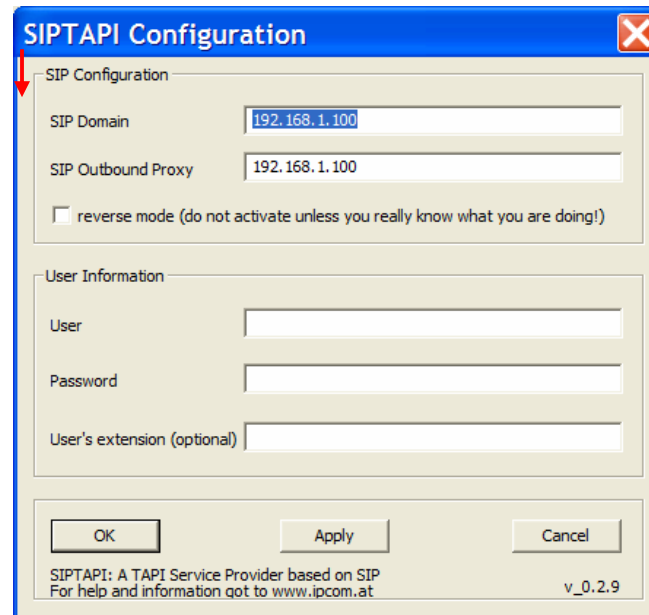
5.



6.

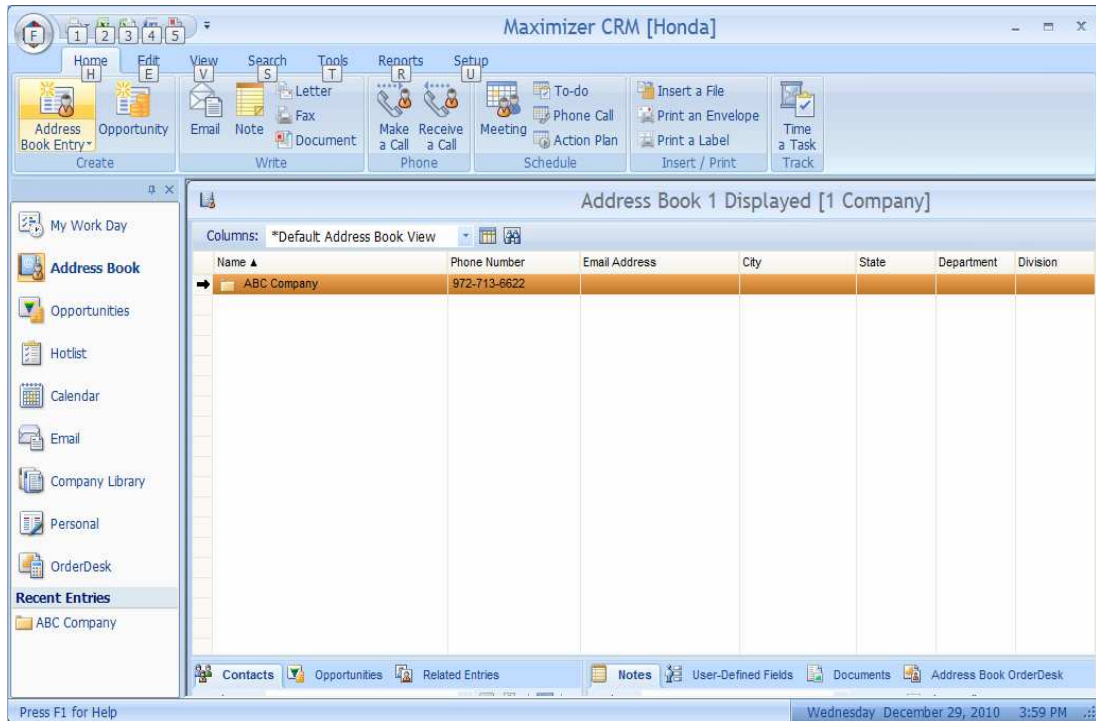


7.

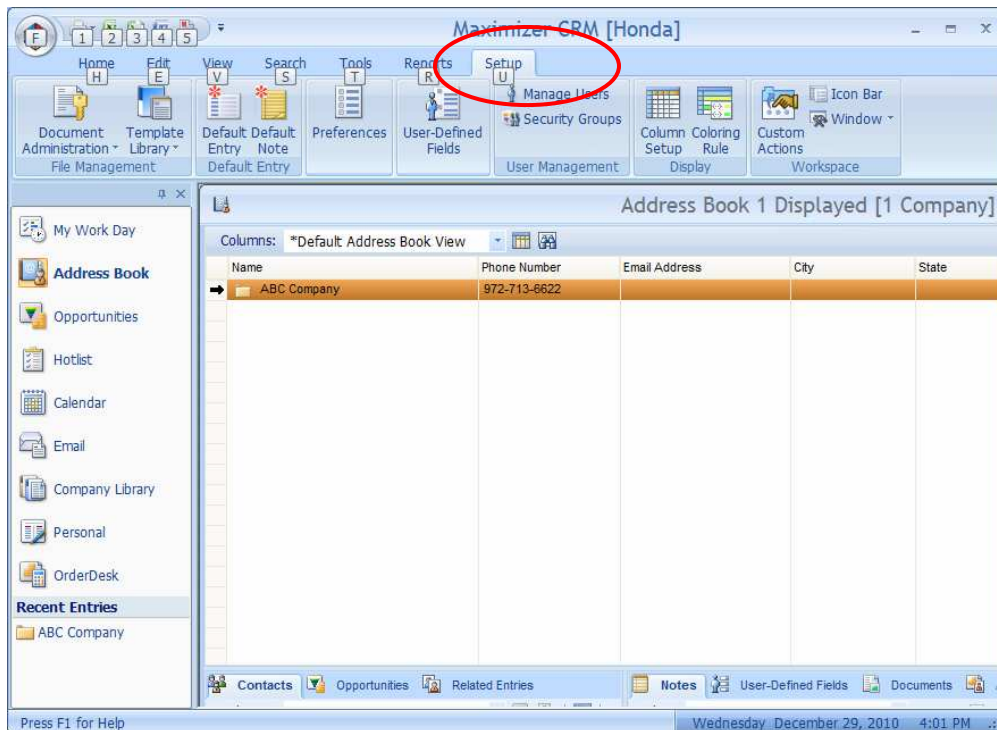


Step 6: View and Use the Click Dialer: With Microsoft Outlook express e-mailer or Maximizer CRM Software see the following: Maximizer CRM

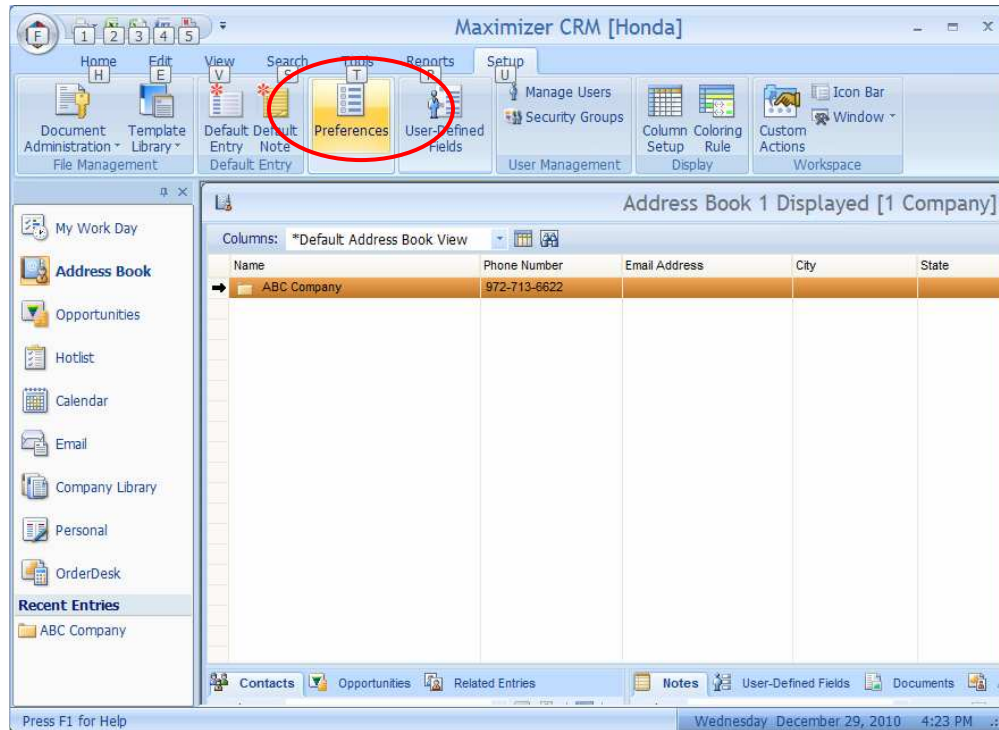
1. Open Maximizer CRM



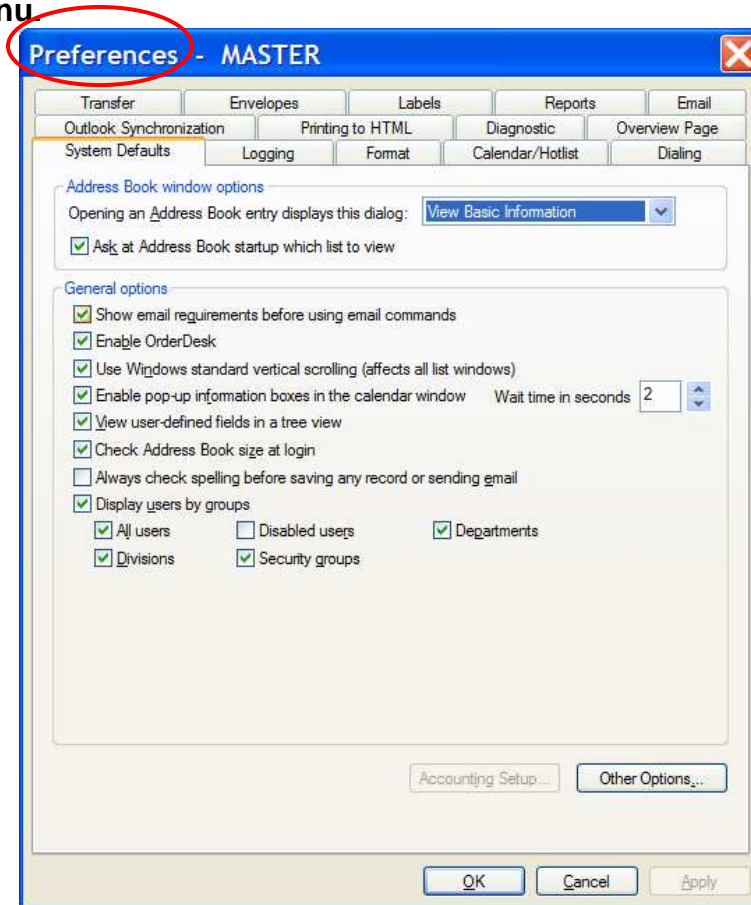
2. Click the setup tab.



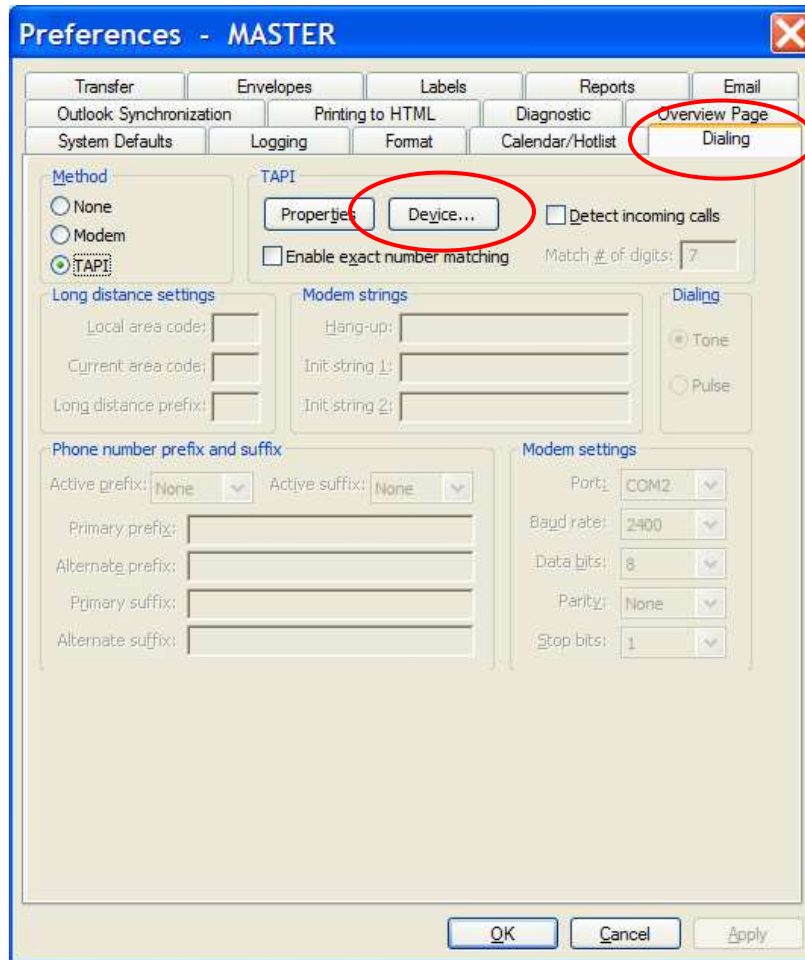
3. Click the Preferences tab.



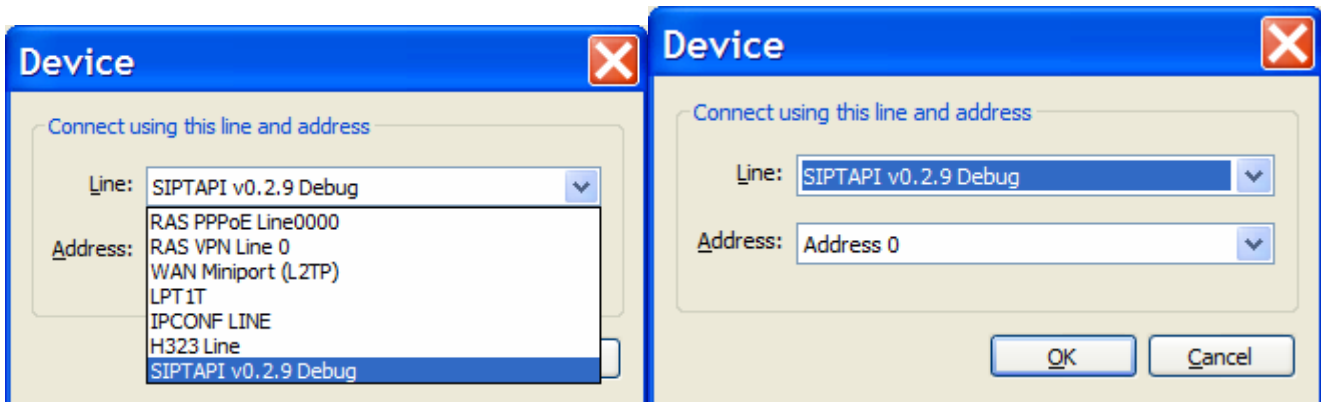
4. Preferences menu



5. Select the “Dialing tab” then click the Device tab.



6. Select the SIPTAPI v0.2.9 Debug and click ok.



7. Click “apply” and “ok”.

8. CONGRATULATIONS! Now go to the phone number and click it and off you go.

Operation

How It Works: When you want to make a call, open your Microsoft Outlook e-mail program. Open your "Contacts" list and select a contact to call. At the top of the Outlook menu, click the Phone Symbol. Another box will appear, select the phone number you want to call and click the start call button.

Click Dialer Features:

+ (plus symbol) – expands the main menu and opens into the Full Menu (see bottom picture).

The Left arrow symbol - Always on top

The Up arrow symbol – Minimize to task bar.

The Minus symbol – Minimizes the whole application.

The box is used to resize the application.

X symbol is used to close the application.

