



## Razorline Outlook Tapi Driver Installation

### Installing TAPI Client

1. Navigate to <http://webportal.razorline.com>
2. Enter your 10-digit phone number (No Dashes)
3. Enter your password (Usually the last 4-digits of your extension, unless changed)
4. Click OK
5. Click Options Tab
6. Click PC Integration Tab
7. Click **Install TAPI Service Provider Button**
8. In the File Download window, Click the **RUN** button to run the application or click Save to save the installation program to the hard disk for installation later.
9. The Tekelec T6000 Tapi Installation will start. Click **NEXT**
10. Click **NEXT**
11. Installation will prompt for the following information:
  - a. Telephony Server IP Address 1: 204.11.8.140
  - b. Telephony Server IP Address 2: 204.11.8.140
  - c. Click **Add**
  - d. Phone Number = Your 10-digit phone number
  - e. Phone Password = Your webportal password (Usually the last 4-digits of your phone number)
  - f. Confirm Password
  - g. Click **OK**
  - h. Click **OK**
12. Click **FINISH**
13. To complete the installation restart the PC.

### Configuring Outlook

1. Open **Outlook**
2. Click the **Contacts Folder**
3. Select a contact that has at least one telephone number listed and right click the contact
4. In the pop-up menu, **select Call Contact**.
5. The first time the click-to-dial feature is used within Microsoft Outlook, the Dialing Options must be configured. Click the **Dialing Options** button.
6. Set the "**Connect using line**" drop down to the telephone number of your phone.
7. Click **OK**
8. Click **Dialing Properties**
9. Highlight **My Location**, Click **Edit**
10. Enter **Area Code** of your telephone

11. To access an outside line for local calls, dial **9**
12. To access an outside line for long distance calls, dial **9**
  - a. **NOTE** – If you use long distance codes, follow the 9 with ,# <your long distance code>
  - b. **EX** – 9,#100
13. Use this carrier code to make long-distance calls:
  - a. If using Windows 2000, this option is not available
14. Use this carrier code to make international calls: **011**
  - a. If using Windows 2000, this option is not available
15. Dial Using **Tone**
16. Check “Phone number will be dialed as” and verify that you are dialing 9 for an outside line and 1 for a long distance call. **Make sure you are not dialing 911.**
17. Click **OK**
18. Click **Start Call** to dial the selected contact.
19. When the other party answers, the Call Status will change to Connected.
20. Click **End Call** to disconnect the call. The Call Status will return to On Hook.

## **Post Installation**

After the initial configuration, the click-to-dial process is simple.

1. **Right-Click** a Contact
2. Click **Call Contact**

## **Updating Webportal Password in TAPI Driver**

If you change your webportal password, you will need to update your TAPI driver to reflect the change.

1. Click Start
2. Click Control Panel (If in Windows 2000 or earlier, Control Panel is located under Settings)
3. Double Click Phone and Modem Options
4. Click the Advanced Tab
5. Highlight Tekelec T6000 Telephony Service Provider
6. Click the Configure Button
7. Highlight your available line and click the Configure button.
8. Enter your new webportal password under “Phone Password” & “Confirm Password”
9. Click Ok
10. Click Ok
11. Click Close
12. Restart Outlook

## Operating System Requirements

Windows XP SP2

Windows 2000 SP4

TAPI will not work if not using an up-to-date service pack.

## Troubleshooting Tips

Symptom	Resolution
Received "unable to detect dial tone" message via Windows.	Edit the Dialing Options and ensure the Connect Using Line is subscriber's telephone number.
Received "unable to connect" message via Windows	Go to Start-Control Panel-Phone and Modem Options-Advanced Tab. Select the Tekelec T6000 Telephony Service Provider and Click Remove. Close all open Windows and restart the computer. Reinstall the TAPI Driver using the instructions above.
Received "another program is using the selected telephony device" message via Windows.	Upgrade to the latest Service Pack (See Operating System Requirements) Uninstall the Tekelec T6000 Telephone Service Provider. Reboot PC. Reinstall the TAPI Driver using the instructions above.