

**SAVANCE**  
EIOBOARD

## **Cisco TAPI Integration**

**Savance**

**Phone: 248-478-2555 | Fax: 248-478-3270**

**[www.eioboard.com](http://www.eioboard.com) | [support@eioboard.com](mailto:support@eioboard.com) | [www.savance.com](http://www.savance.com)**

© 2013



## Table of Contents

|                                      |           |
|--------------------------------------|-----------|
| <b>Overview</b>                      | <b>3</b>  |
| <b>Call Search Space</b>             | <b>3</b>  |
| <b>CTI Port</b>                      | <b>3</b>  |
| <b>CTI Route Point</b>               | <b>5</b>  |
| <b>Add EIOBoard Application User</b> | <b>7</b>  |
| <b>Driver Setup</b>                  | <b>9</b>  |
| 1 Install Cisco TAPI Driver .....    | 9         |
| 2 Configure the Driver .....         | 12        |
| <b>Conclusion</b>                    | <b>13</b> |



## Cisco TAPI Integration

### Overview

The following document will explain how to set up TAPI with Cisco through the web portal for Cisco Call Manager and how to installed the TAPI driver on the server. You will need to obtain the TAPI driver from Cisco, or contact Savance support for details on how to get help on this.

### Call Search Space

Create a Call Search Space for EIOBoard. This will be important when creating the CTI Port and the CTI Route Point. Add all available partitions to the call search space, as seen below.

The screenshot shows the 'Calling Search Space Configuration' page in Cisco Call Manager. At the top, there are icons for Save, Delete, Copy, and Add New. Below this is a 'Status' section showing 'Status: Ready'. The 'Calling Search Space Information' section contains two text boxes: 'Name\*' with the value 'EIOBoard' and 'Description' with the value 'EIOBoard'. The 'Route Partitions for this Calling Search Space' section is divided into two parts: 'Available Partitions\*\*' (which is currently empty) and 'Selected Partitions'. The 'Selected Partitions' list includes: InformaCast\_PT, Internal\_PT, Emergency\_PT, VMPilotPartition, and WTP\_Emergency\_PT. At the bottom of the configuration area, there are buttons for Save, Delete, Copy, and Add New. Below the buttons, there are two informational messages: one stating '\*- indicates required item.' and another stating '\*\*Selected Partitions are ordered by highest priority'.

### CTI Port

There needs to be a CTI Port for EIOBoard. The CTI Port requires a unique extension number that isn't in use. It should be set to the EIOBoard Calling Search Space and should point to the EIOBoard device. Everything else can use the defaults.



## Cisco TAPI Integration

**Directory Number Configuration**

Save Delete Reset Apply Config Add New

**Status**  
Status: Ready

**Directory Number Information**

Directory Number\* 8184  
 Route Partition EIOBoard\_PT  
 Description EIOBoard  
 Alerting Name EIOBoard  
 ASCII Alerting Name EIOBoard  
 Associated Devices EIOBoard

[Edit Device](#)  
[Edit Line Appearance](#)

Dissociate Devices

**Directory Number Settings**

Voice Mail Profile < None > (Choose <None> to use system default)

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

**Phone Configuration**

Save Delete Copy Reset Apply Config Add New

**Status**  
Status: Ready

**Association Information**

- 1 Line [1] - 8184 in EIOBoard\_PT
- 2 Line [2] - Add a new DN
- 3 Intercom [1] - Add a new Intercom

**Phone Type**  
 Product Type: CTI Port  
 Device Protocol: SCCP

**Device Information**

Registration Registered with Cisco Unified Communications Manager 10.0.21.10  
 IPv4 Address 10.0.20.242  
 Device is Active  
 Device is trusted

Device Name\* EIOBoard  
 Description EIOBoard  
 Device Pool\* EIOBoard [View Details](#)  
 Common Device Configuration CPWS\_CDC [View Details](#)  
 Common Phone Profile\* Standard Common Phone Profile  
 Calling Search Space EIOBoard  
 AAR Calling Search Space < None >  
 Media Resource Group List < None >  
 User Hold MOH Audio Source < None >  
 Network Hold MOH Audio Source < None >  
 Location\* Hub\_None  
 AAR Group < None >  
 User Locale < None >  
 Network Locale < None >  
 Privacy\* Default  
 Device Mobility Mode\* Default [View Current Device Mobility Settings](#)  
 Owner User ID < None >  
 Join Across Lines Default  
 Use Trusted Relay Point\* Default  
 Always Use Prime Line\* Default  
 Always Use Prime Line for Voice Message\* Default  
 Calling Party Transformation CSS < None >  
 Geolocation < None >



## Cisco TAPI Integration

### CTI Route Point

There needs to be a CTI Route Point for EIOBoard. This requires a unique extension number that isn't in use (it cannot be the same as the one used for the CTI Port). It should be set to the EIOBoard Calling Search Space and should point to the EIOBoard device. Everything else can use the defaults.

Save Delete Reset Apply Config Add New

---

**Status**  
Status: Ready

---

**Directory Number Information**

Directory Number\* 8183

Route Partition EIOBoard\_PT

Description EIOBoard

Alerting Name EIOBoard

ASCII Alerting Name EIOBoard

Associated Devices EIOBoard2

Dissociate Devices

---

**Directory Number Settings**

Voice Mail Profile < None > (Choose <None> to use system default)

Calling Search Space EIOBoard

Presence Group\* Standard Presence group

User Hold MOH Audio Source < None >

Network Hold MOH Audio Source < None >

---

**AAR Settings**

|  | Voice Mail               | AA |
|--|--------------------------|----|
| AAR  | <input type="checkbox"/> |    |
| <input checked="" type="checkbox"/> Retain this destination in the call forwarding history |                          |    |

---

**Call Forward and Call Pickup Settings**

|  | Voice Mail               | Destinat |
|--|--------------------------|----------|
| Calling Search Space Activation Policy |                          |          |
| Forward All                            | <input type="checkbox"/> |          |



## Cisco TAPI Integration

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

### CTI Route Point Configuration

Save ~~Delete~~ Copy Reset Apply Config Add New

---

**Status**

Status: Ready

---

**Device Information**

Registration Registered with Cisco Unified Communications Manager 10.0.21.10  
 IPv4 Address 10.0.20.242  
 Device is trusted  
 Device Name\* EIOBoard2  
 Description EIOBoard  
 Device Pool\* EIOBoard [View Details](#)  
 Common Device Configuration CPWS\_CDC [View Details](#)  
 Calling Search Space EIOBoard  
 Location\* Hub\_None  
 User Locale < None >  
 Media Resource Group List < None >  
 Network Hold MOH Audio Source < None >  
 User Hold MOH Audio Source < None >  
 Use Trusted Relay Point\* Default  
 Calling Party Transformation CSS < None >  
 Geolocation < None >

Use Device Pool Calling Party Transformation CSS

---

**Association Information**

[Line \[1\] - 8183 in EIOBoard\\_PT](#)  
[Line \[2\] - Add a new DN](#)

---

Save Delete Copy Reset Apply Config Add New

\*- indicates required item.



### Add EIOBoard Application User

An "Application User" will need to be set up within the Cisco Call Manager. This can be done by going to **User Management > Application User > New User**. Before adding the user, all of the phones with extensions of users that you want to see in EIOBoard will need to be added to the **Controlled Devices** in the Device Information section. This can be done by clicking on any device and pressing the down arrow to add it from the "*Available Devices*" section to the "*Controlled Devices*" section. Note that multiple devices can be selected at once by shift-clicking or control-clicking. This is a very important step, as this determines which users EIOBoard can monitor.

You will also need to give sufficient permissions for this user so that EIOBoard can access the necessary information through the TAPI Driver. In the **Permissions Information** section at the bottom, click on **Add to User Group** and add the following groups:

- Standard CTI Allow Call Park Monitoring
- Standard CTI Allow Control of Phones supporting Connected Xfer and conf
- Standard CTI Allow Control of Phones supporting Rollover Mode
- Standard CTI Enabled

Take note of the ID and password of this user, as this will be important during the TAPI Driver installation.



## Cisco TAPI Integration

**Application User Configuration**

Save ✖ Delete 📄 Copy ➕ Add New

---

**Status**

📘 Status: Ready

---

**Application User Information**

User ID\*  Edit Credential

Password

Confirm Password

Digest Credentials

Confirm Digest Credentials

Presence Group\*

Accept Presence Subscription

Accept Out-of-dialog REFER

Accept Unsolicited Notification

Accept Replaces Header

---

**Device Information**

Available Devices  Find more Phones  
Find more Route Points  
Find more Pilot Points

Controlled Devices

---

**CAPF Information**

Associated CAPF Profiles

[View Details](#)

---

**Permissions Information**

Groups  Add to User Group  
Remove from User Group  
[View Details](#)

Roles  [View Details](#)

---

Save Delete Copy Add New

📘 \*- indicates required item.



## Cisco TAPI Integration

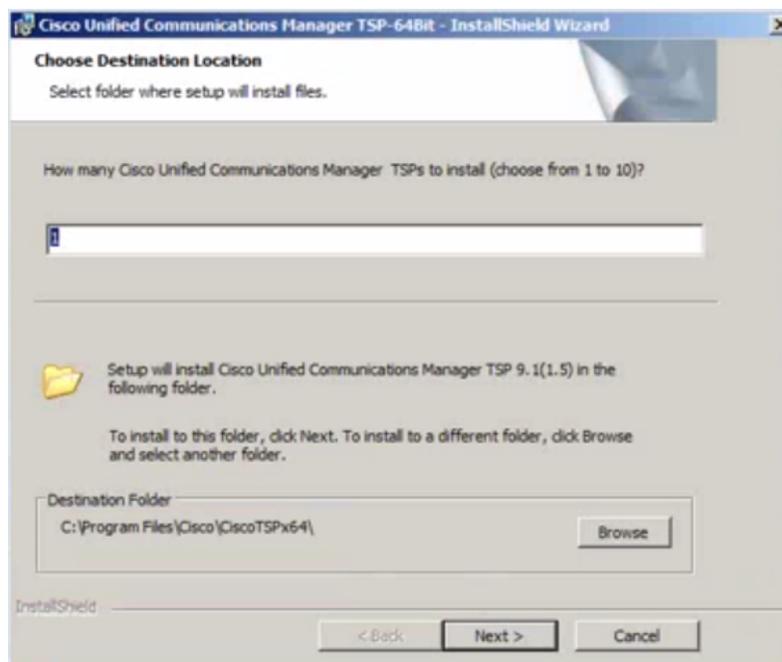
# Driver Setup

### 6.1 Install Cisco TAPI Driver

Once you are finished setting everything up in the Cisco Call Manager, you can install the TAPI driver on the EIOBoard Server. Once you download the latest version of the Cisco TAPI Driver, run the EXE to install it. You will first be greeted with the following screen while it is loading:



You will then be asked how many TSP's you would like to install. You only need to specify 1 for the EIOBoard server to work.





## Cisco TAPI Integration

You will then be asked for a User ID and the CTI Managers. For the User ID, put in the ID and password that you specified when creating the EIOBoard user. As for the CTI Manager, you will need to specify the IP Address of your CTI Manager (and the back up of the CTI Manager, if applicable). Any of these settings can be changed later if necessary.

**Note:** CTI stands for "Computer Telephony Integration".

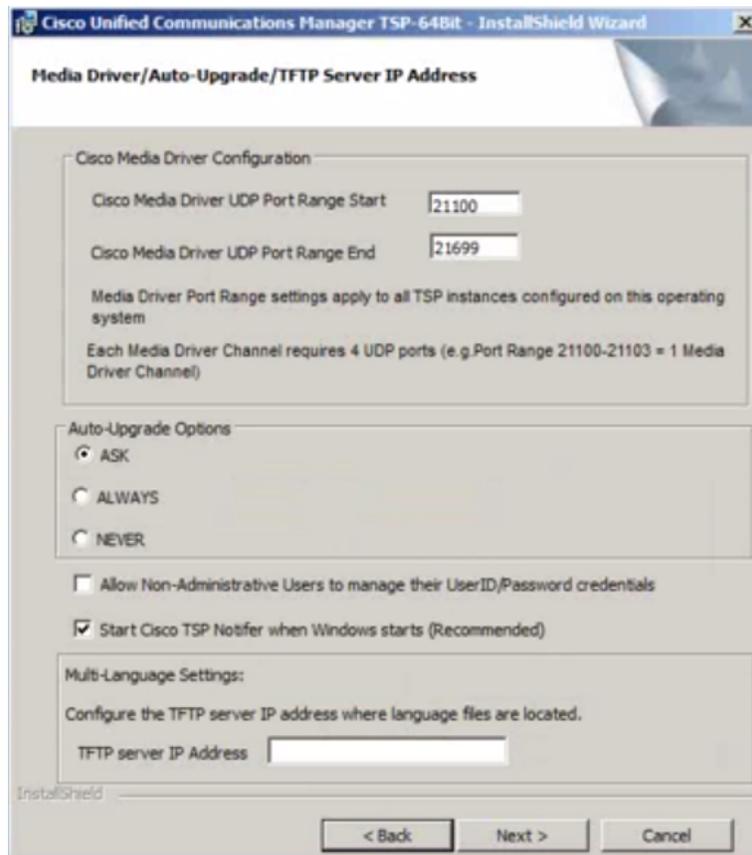
The screenshot shows a configuration window for a TSP instance. The fields are as follows:

| Field           | Value                |
|-----------------|----------------------|
| Userid          | ccadministrator      |
| Password        | *****                |
| Verify Password | *****                |
| CTI Manager 1   | 192.168.21.10 (IPv4) |
| CTI Manager 2   | 192.168.15.10 (IPv4) |

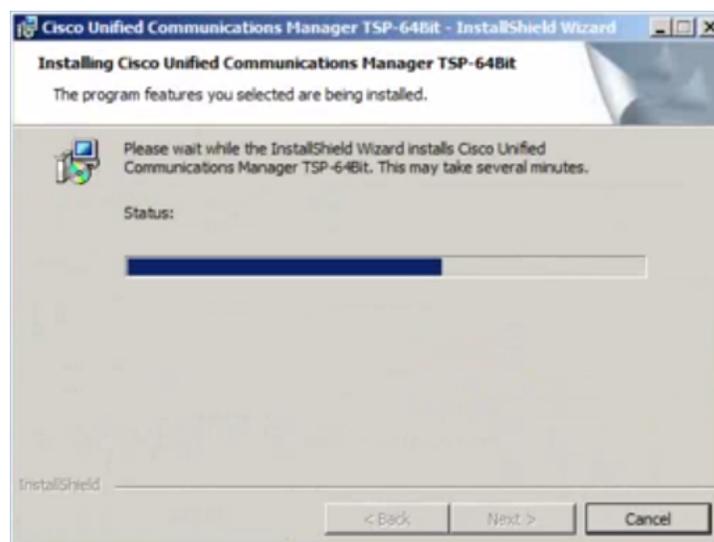
The last thing you will come across is miscellaneous settings for the TAPI Driver. The defaults are fine, but you may change them if necessary. For example, you may want to specify "NEVER" for the Auto-Upgrade Options, which means that the TAPI driver won't upgrade by itself at any time.



## Cisco TAPI Integration



Once you click **Next**, the TAPI Driver will start installing, as seen below.



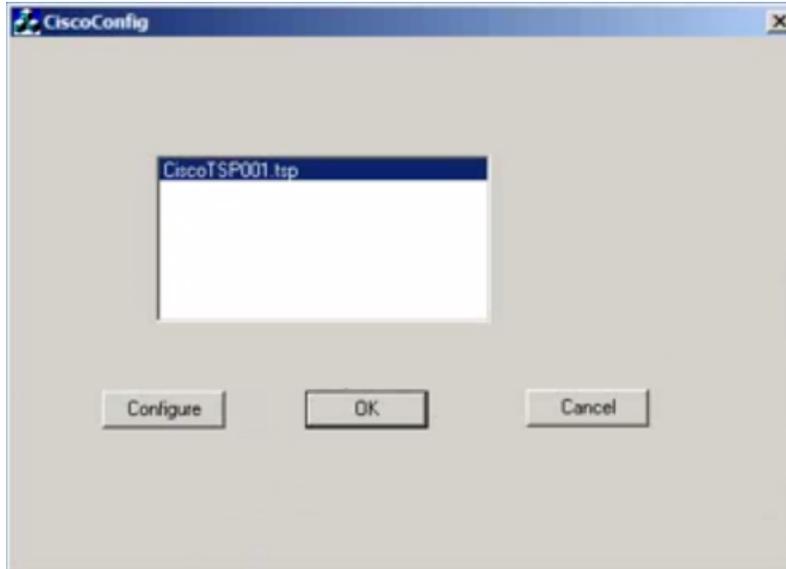
Once the installation is finished, you can configure the driver if necessary by following the instructions in the next section. Then you should be ready to use EIOBoard!



## Cisco TAPI Integration

### 6.2 Configure the Driver

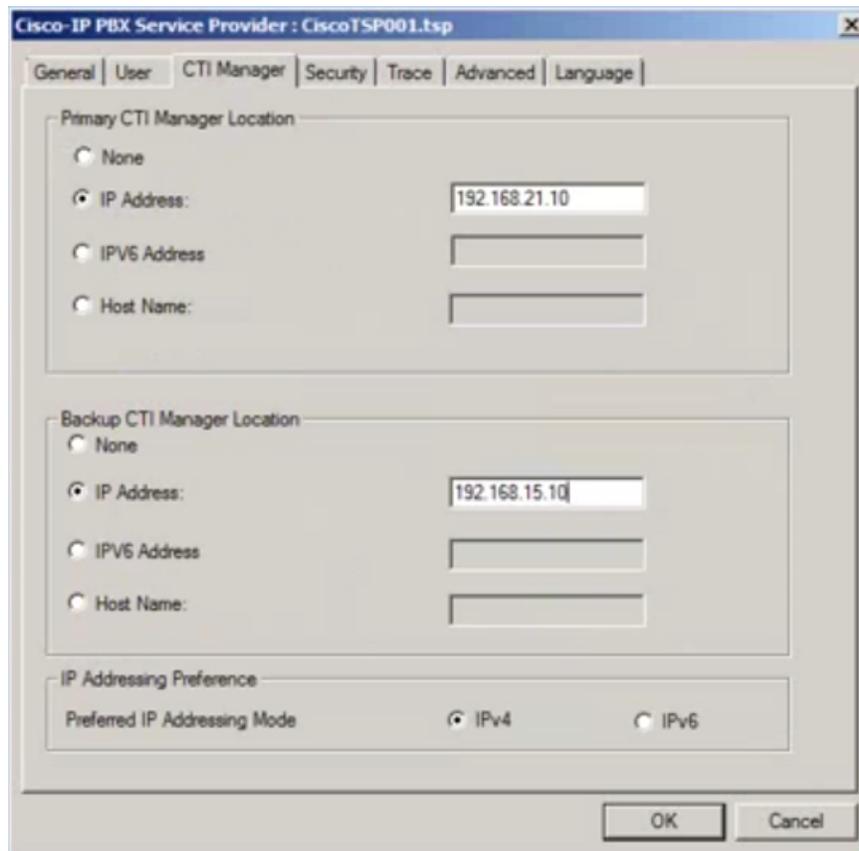
If you need to configure the TAPI Driver settings at any time (including the settings specified during the installation), this can be done by opening the "Cisco TSP Configuration". This will bring up the **CiscoConfig** window, which should show the 1 driver you installed for EIOBoard (as seen below).



To configure settings, click the **Configure** button. This will allow you to change settings, such as the user (in case the ID or password ever changes). You can also change the CTI Manager locations, as seen below. This configuration should not be necessary if settings were configured correctly during the installation, but it is available if needed for any reason.

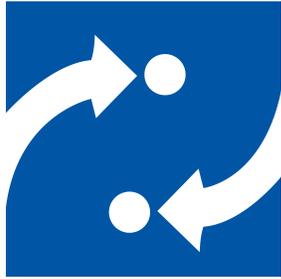


## Cisco TAPI Integration



## Conclusion

Once you have successfully installed the Cisco TAPI Driver, you should be ready to go! You can test EIOBoard's integration with TAPI by running the Savance TAPI Tester, or you can jump straight into using TAPI with EIOBoard. When you are ready, go to **EIOBoard Server > Management > Settings > TAPI**, and select the correct driver. Now the EIOBoard Server will monitor extensions!



**SAVANCE**  
EIOBOARD

**Thank you for choosing Savance!**

**Savance**

**Phone: 248-478-2555 | Fax: 248-478-3270**

**[www.eioboard.com](http://www.eioboard.com) | [support@eioboard.com](mailto:support@eioboard.com) | [www.savance.com](http://www.savance.com)**

**SE-HG-TAPI  
1.0.0**