



HIVE Click2Call

Introduction

HIVE Click2Call is a SIPTAPI based call-control client which can be used to initiate phone calls. HIVE Click2Call is not a full SIP client. A dedicated SIP Client (either IP phone or softphone) is needed.

HIVE Click2Call will instruct the SIP client to call a certain number.

Usage

1. Dial callee's number in a TAPI application (i.e. Outlook, Goldmine, ACT, etc)
2. Caller's phone rings. Pick it up.
3. HIVE Click2Call tells the caller's phone to dial the requested phone number
4. Callee's phone rings

Installing the Plugin

On 32bit Windows

1. Copy siptapi.tsp for 32bit Windows into your Windows system32 directory (usually C:\Windows\System32)
2. Install and configure SIPTAPI using the telephony options from control panel

On 64bit Windows

1. Copy siptapi.tsp for 64bit Windows into your Windows system32 directory (usually C:\Windows\System32). This gives you full TAPI support with 64 and 32bit TAPI applications.
2. If you want to configure SIPTAPI not only from the telephony control panel and from 64bit applications, but also from 32bit applications, copy the 32bit siptapi.tsp from x86 folder into your WoW64 directory (usually C:\Windows\SysWow64).
3. Install and configure SIPTAPI using the phone and modem options from control panel. (see next page)



Installing the Phone

Navigate to Control Panel > Phone and Modem (you might have to search for this).

Choose "My Location" and click "Edit"

Enter your local area code into the "Area code" field and in the Dialing rules field for accessing an outside line for local calls.

Make sure that "Dial using" is set to "Tone".

Press OK.

Now within the Phone and Modem window, click the Advanced tab > Add.

Select SIP TAPI Service Provider 0.2.11 and click Add.

Now select SIP TAPI Service Provider 0.2.11 and click configure.

SIP Configuration

The following credentials can be requested from Axion Technical Support

SIP Domain: <your SIP domain>

SIP Outbound Proxy: <your SIP domain>

uncheck the box for "reverse mode"

User Information

User: <your extension number>

Password: <the password provided by Axion>

User's extension: <your extension number>

Making Calls

To make a call from Outlook, find the contact you wish to call, right mouse click and select Call and then the number you wish to call.

Click Start Call and the call will automatically start on your phone.