direct Quick Installation Guide

direct 3.3 with TeamCall or TeamCall Express

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1. Introduction

This document focuses on key elements of the process of installing direct. You can find a complete description of direct's functions in the direct help function.

The document describes installation and configuration of direct using TeamCall or TeamCall Express to connect to a phone system. Use of direct with a Tiptel telephone that is connected to your Mac via USB is not described here.
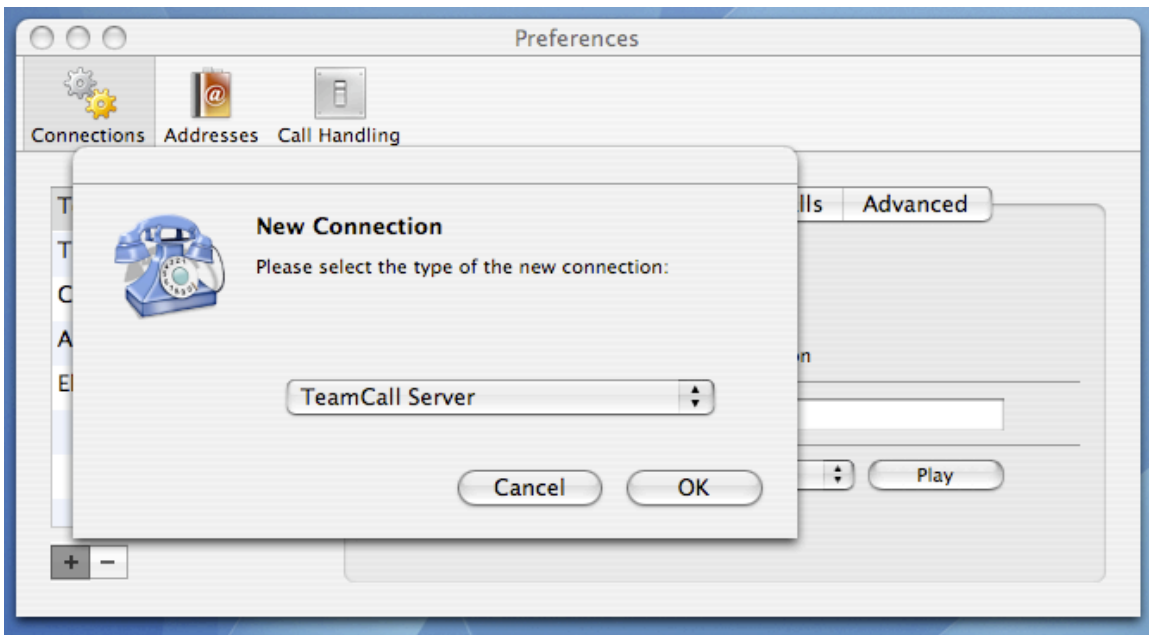
2. Installation

If you haven't yet installed direct, please do so now. Double-click the direct.dmg file and copy the direct icon into your program folder.

3. Configuration

1. Open the direct settings under **direct I Preferences…** and click on Connections. Click on the + (plus) button located to the lower left to create a new connection. This stands for the connection to the CTI server.

    Choose TeamCall from the drop-down menu and click OK. This connection will work for both TeamCall and TeamCall Express.

2. In the Info tab select "Enable this connection" and "Make this the current outbound connection". Create a name for the connection in the "Name" field.

| Info | Server | Phone | Calls | Advanced |

Connection type: TeamCall Server (plugin: 1.1)

☑ Enable this connection
☑ Make this the current outbound connection

Name: TeamCall Express

☐ Play Ring Tone: ring.aif   ⬍   (Play)

3. In the Server tab's "Server" field, specify the IP address or the name of the computer that you've installed TeamCall or TeamCall Express on.

In the "Port" field, enter the port number set for TeamCall or TeamCall Express. Usually this is 26535 for TeamCall and 25001 or 26535 for TeamCall Express.

| Info | Server | Phone | Calls | Advanced |

Server: 10.10.0.201
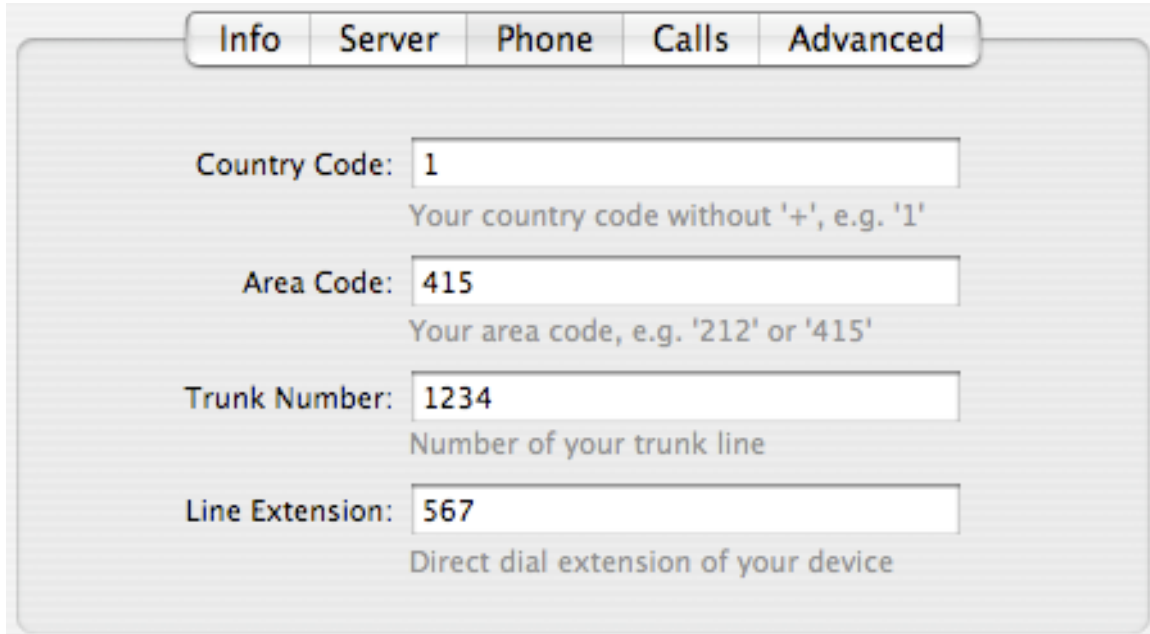IP address of your telephony server

Port: 25001
Port of your telephony server

Username:
Your username at the telephony server

Password:
Your password at the telephony server

4. In the Phone tab, split your phone number (in international format) into its separate components. The grey help text contains suggestions for the proper entries.

   For example, the San Francisco phone number (415) 1234-567 has the international format +1 415 1234 567 and is split like this into the four fields:

- If your phone system uses an ISDN point to multipoint connection with MSN numbers instead of a point to point system access connection, please proceed as follows:

   Split your MSN number in international format into the first three fields only (in our example also 1, 415, 1234567). Enter your internal extension into the field "Line Extension", i.e. the number that can be used internally to call your phone. Often this is a two or three digit number.

- If your phone system does not allow a direct dial connection of external calls to your phone, use the phone system's central number for the first three fields instead of your own number, and proceed as described above.

5. In the Calls tab, set the number prefixes that you must dial in order to get an outside line, or to make a long distance, or international call. The grey help text contains suggestions for the proper entries for a typical North American phone system.

Please make sure to enter the correct values, even if you initially do not plan to make long distance or international calls.

The option "Always include long distance prefix and area code when dialing" should only be activated when you need to dial your own area code for making a local call. Some areas in the USA (those with "overlay plans") and Switzerland are examples for where this is required.

4. License installation

To install a direct license, double-click the file `direct[…].ilinklicense`. The window "Add license" appears. You can either install the license for the current user or for all local users. You need a separate license file for each workstation. You can view the installed licenses under **direct | Licenses…**

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