

Gigaset proCTI

Client Installation

Version 2.5

Technical Presentation – Client Installation & Configuration

This is a technical presentation looking at the installation and configuration of the Gigaset Pro CTI clients.

This presentation is aimed at re-seller technical personnel who will be carrying out installations and configurations on behalf of customers, and will also be of interest to anyone else wishing to have a greater technical understanding of the Gigaset Pro CTI client software.

Clients covered in this presentation

- Gigaset Pro CTI **PC** Client
- Gigaset Pro CTI **Mac** Client



In this presentation, we will be covering the installation and configuration of the following Gigaset Pro CTI clients –

- PC Client
- Mac Client

Other Presentations (Pre-Requisites)

- The “Server” technical presentation.
- The “Sales” presentation provides detailed information about all Gigaset Pro CTI features. *

** The technical “Server” and “Clients” presentations describe how to install and configure the Gigaset Pro CTI server and clients, but do not describe the actual functionality. The “Sales” presentation is, therefore, recommended to anyone wishing to gain an fuller understanding of the Gigaset Pro CTI product.*



Pre-Requisites

In order to get the most benefit from this presentation, it is assumed that you have seen the “Sales” presentation for Gigaset Pro CTI, or that you already have a good basic knowledge of its features and functionality.

Ideally you should also have seen the “Technical Server” training so that you understand the server element of the installation and configuration of a Gigaset Pro CTI environment.

The technical “Server” and “Clients” presentations describe how to install and configure Gigaset Pro CTI, but do not describe the actual functionality. The “Sales” presentation is, therefore, recommended to anyone wishing to gain a fuller understanding of the Gigaset Pro CTI product.

Gigaset proCTI

PC Client

PC Client

We will begin with the installation and configuration of the PC Client.



Minimum Client Specifications (PC Client)

- 1.8 GHz Pentium-class processor
- SVGA display
- 2 GB Memory
- 1 GB free hard drive space
- Network adapter connected to a TCP/IP network
- Keyboard and mouse

Supported Operating Systems

- Windows 10
- Windows 8 (Desktop Mode)
- Windows 7
- Windows Vista
- 32 bit and 64 bit

Virtual environments are supported e.g. VMware or Hyper-V

Minimum software/hardware Requirements

Before you actually begin the installation, you must first check to ensure that the computer on which you intend install the Gigaset Pro CTI PC client meets the minimum requirements.

As you can see from the slide, the hardware and software requirements are not particularly stringent or demanding.

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Before you begin

- Latest version of the Gigaset Pro CTI PC Client software setup program
- IP Address of the Gigaset Pro CTI server



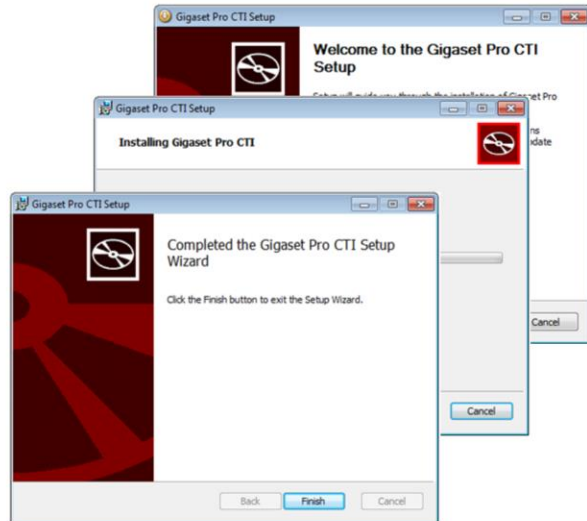
Before you begin

Once you're ready to begin the Gigaset Pro CTI PC client installation, and you have confirmed that the computer on which you intend to install the client meets the minimum hardware and software requirements, you then need to check that you have the following available to you –

- **The very latest version of the Gigaset Pro CTI PC client installation program.**
- The IP address of the Gigaset Pro CTI server to which this PC client will be connecting

Installation Program

- Double-click to start
- The installer will launch automatically.



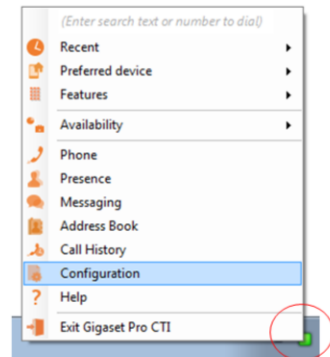
The Install Program

To begin the installation process, simply locate and double-click on the Gigaset Pro CTI client installation program. The installer package will launch automatically and the installation will commence.

Follow the on-screen instructions to complete the installation.

Configuration

- When the installation completes, the PC Client will be started automatically.
- Right-Click on the system tray icon.
- Select “Configuration”



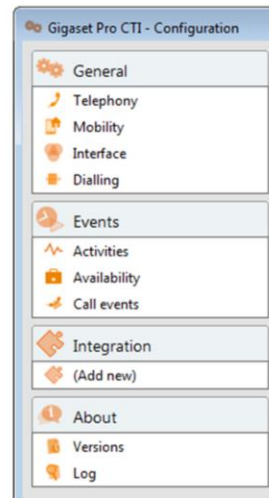
PC Client Configuration

Once the PC client has been successfully installed, the client will start automatically.

Right-click on the system tray icon, and select “Configuration” from the menu. This will take you into the client configuration screens.

Configuration

- Control the behavior and functionality of the PC client.
- Configure optional Integration
- Other miscellaneous features and options



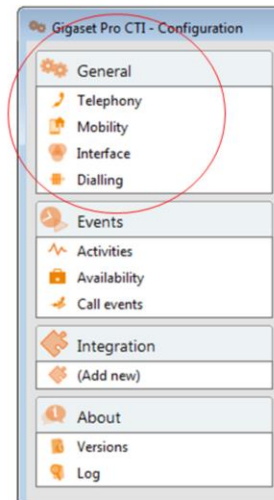
PC Client Configuration

It is through this configuration interface that you control the behaviour and functionality of this Gigaset Pro CTI PC client.

We'll be working through each of the configuration sections one-by-one, starting with General...

General

- Main configuration section
 - Connection to server, login, phone extension
 - Additional devices
 - License type
 - Interface behavior
 - Language
 - Dialling options



General

The General section is where all the main configuration options and controls are set.

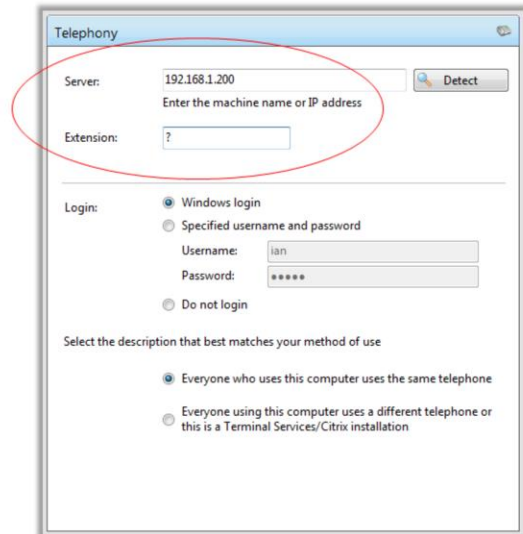
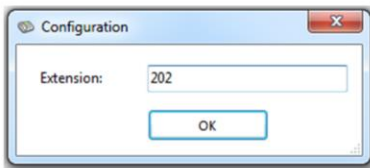
This is where you setup the connection between the PC client and the Gigaset Pro CTI server, and also optionally where the user's main extension and other devices are set.

The license type for this client is also selected in this section, and the behaviour and functionality of the client interface itself is also controlled from here.

Let's look at each of the pages in the General section.

Telephony (Server/EXT)

- **Server** – IP address of the Gigaset Pro CTI server
- **Extension** – extension number
- If "?", Gigaset Pro CTI will ask the user to enter his extension number each time the client is started (hot desking).



General (Telephony) – Server and Extension

The telephony page is where you setup the connection of this PC client to the Gigaset Pro CTI server, and where you define which extension on the telephone system that the user of this client software will be related to.

In the “server” box you enter the IP address of the Gigaset Pro CTI server. The detect button can be used if you are unsure of the IP address of the server. It uses a session on network to find the IP address of the instance of the Gigaset Pro CTI server and populates the details

In the extension box, enter the extension that this client user will normally be using. If you enter a “?” as the extension number, Gigaset Pro CTI will ask the user to enter an extension number each time the Gigaset Pro CTI PC client is started, which is ideal for “hot desking” environments where users might not always sit at the same desk and use the same extension. Gigaset Pro CTI remembers the last extension used, so the user doesn’t have to re-enter the extension if it is unchanged from the last time they logged in.

Telephony (Login)

- Most users login to their PC with a username that reflects their real name – so choose “Windows Login”.
- If a user logs in with a generic name (e.g. “technician”) – select “Specified username and password” to create a named Gigaset Pro CTI account for this person (the account needs to be setup – see USERS section of the Server configuration).
- If user is to be anonymous – select “Do not login”. (This disables some features, such as messaging).

General (Telephony) – Login

The “login” section of Telephony is where you setup the user’s login mode, of which Gigaset Pro CTI supports a number of different operations.

Most users log in to their Windows PC as a name (or username) that is the same, or similar to their own name (i.e. it’s a name that uniquely identifies them and only them). For this reason, “Windows Login” is the default and is usually selected.

If the Windows username used by the user does not uniquely identify them (e.g. they login with something like “technician”,) then a more personalised Gigaset Pro CTI user account can be created for them and they can “manually” login to their PC client with that account’s specified username and password. This is done in the USERS section of the server configuration.

If a user want to use the Gigaset Pro CTI client, but does not wish to be identified within Gigaset Pro CTI (e.g. in the Presence screen), the “Do Not Login” option can be set. Users with this option set will not appear in the Presence screen, and cannot use certain other features that require a user identity (e.g. Messaging).

Telephony (Method of Use)

- Useful when several people share the same PC.
 - Everyone using this computer uses the **same** extension. Or...
 - Everyone using this computer uses a **different** extension, or this is a Terminal Services/Citrix installation.

Telephony

Server: 192.168.1.200

Enter the machine name or IP address

Extension: ?

Login:

Windows login

Specified username and password

Username: ian

Password: *****

Do not login

Select the description that best matches your method of use

Everyone who uses this computer uses the same telephone

Everyone using this computer uses a different telephone or this is a Terminal Services/Citrix installation

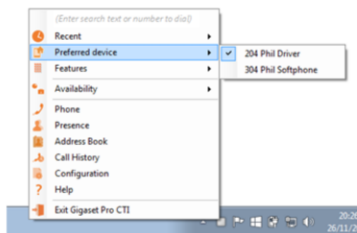
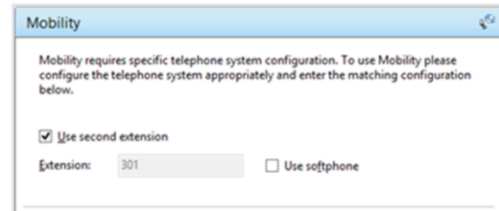
General (Telephony) – Method of Use

At the bottom of the Telephony screen there are two options that can be set for situations where several users share this PC, and the option you choose will be determined by whether those users use the same extension (first option) or those users will use different extensions (second option). In the latter case, Gigaset Pro CTI will remember the extension used by each user.

The second option is also ticked if this is a Terminal Services/Citrix installation.

Mobility (Preferred Device)

- Users devices can be set in the “Telephony” tab in the USERS section of the Server configuration.
- If *not* set on the server, the user can edit the devices’ extension here in the Mobility tab.
- Either way, once set, the user can then select their “Preferred Device” from the system tray menu...



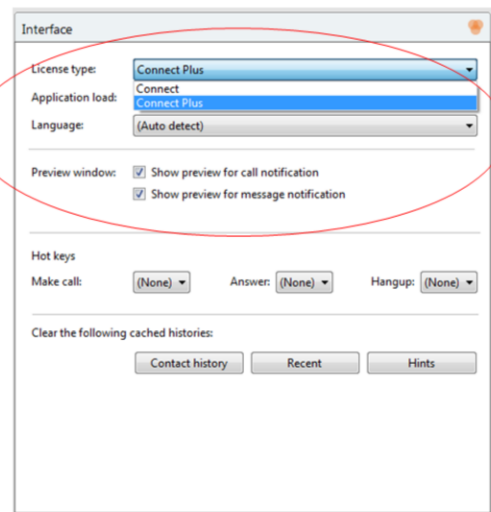
General (Telephony) – Method of Use

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The second option is also ticked if this is a Terminal Services/Citrix installation.

Interface

- Change the look and feel and behavior of the client interface.
 - **License type** – This is the licensing
 - **Application Load** – start client when Windows starts.
 - **Language** – select the language (chosen from default)
 - **Main window** – choose the skin.
- Optionally suppress the preview window on incoming calls and messages.



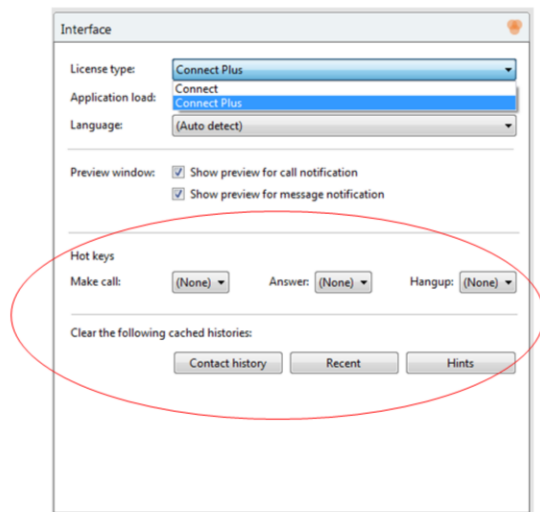
General (Interface)

The Interface page allows you to change settings relating to the look and feel of the PC client, including actions that happen when calls take place.

- **License Type** - requests the client-type functionality (express, premium, pro). Sufficient licensing needs to be in place to accommodate this request.
- **Application Load** – tick this box to have the client software startup automatically when the PC is started.
- **Language** - Language packs are available to change the language of the user interface. By default, the software will attempt to automatically select the language to use based on the language setting of this PC's operating system. However, you can change the language from the dropdown list if required.
- **Main Window** - By default, many of the PC client windows have a “skin”, but if you need to change or remove these (perhaps for accessibility reasons), you can turn them off by selecting “No skin” from the Main window dropdown.

Interface

- **Hot keys** - setup hot keys for call control actions.
- **Clear** – history, recent, hints



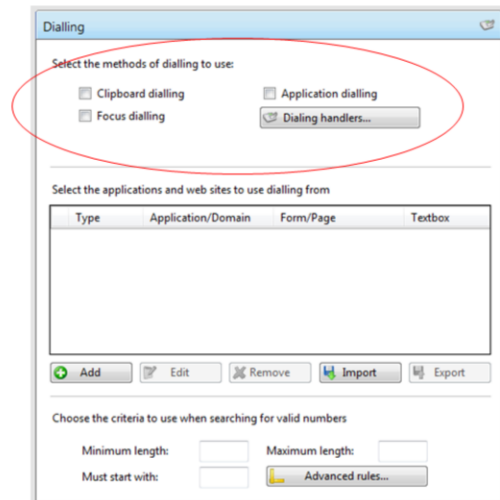
General (Interface)

Further down the Interface page there are options to setup **Hot key** combinations and associate them with certain actions – such as making a call, answering a call and hanging up a call.

There are also some buttons to allow the user to **clear caches** of the contents of their call history, their recent numbers (as shown in the Recent list), and which hints the client software has displayed (clearing the hint history allows the client software to show the hints again). Generally this is only done if the computer on which this client is installed is now going to be used by a different Gigaset Pro CTI user, and all past history of Gigaset Pro CTI usage needs to be cleared.

Dialling

- Configure the various dialling options available within the client.
 - Clipboard dialling
 - Application dialling
 - Focus dialling



General (Dialling)

Some of the dialling features we've just looked at, such as clipboard dialling, application dialling and focus dialling, can be enabled or disabled in the "dialling" section of the Gigaset Pro CTI client configuration, which is accessible from the "Configuration" option on the system tray menu.

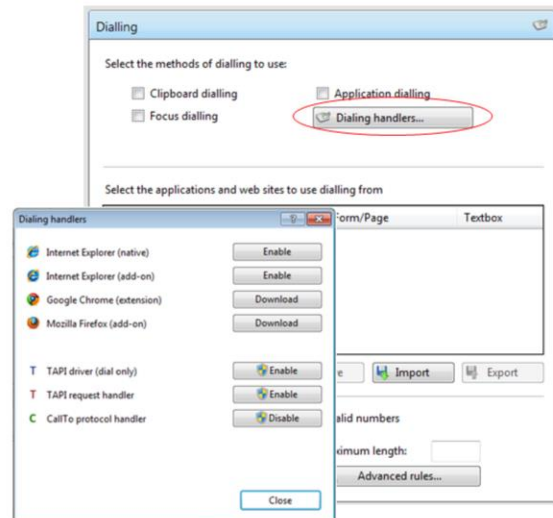
Clipboard Dialling - copy a telephone number to the clipboard and the client automatically detects it and offers the chance to click-to-dial the number.

Application Dialling – once configured for an application, click-to-dial buttons are automatically added next to telephone numbers. This is not the same as the full CRM integration, but offers basic click-to-dial from within the application.

Focus dialling – dynamically recognises potential phone numbers in the field with the current mouse focus, and then provides a click-to-dial button.

Dialling Handlers

- The Dialling handlers configuration page is used to configure the following dialling techniques –
 - Web-Page dialling
 - TAPI Driver
 - TAPI Request Module
 - CallTo Protocol handler



General (Dialling – Dialling Handlers)

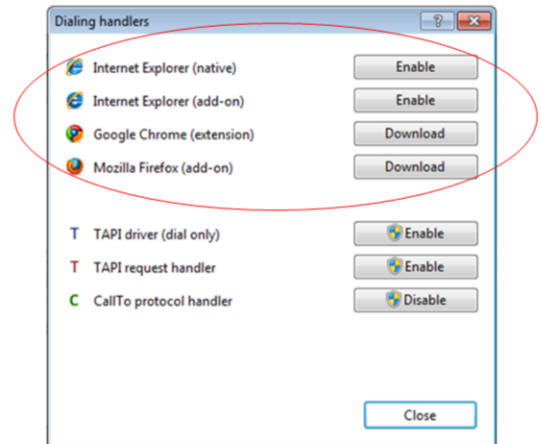
Additional dialling techniques, including the web page dialling, are configured through the Dialling Handlers screen.

Web page Dialling – telephone numbers are detected on the web page and turned into click-to-dial hyper links. A technical document is available to explain how to set this up for the various web browsers. A separate technical guide is available to fully describe the setup of this feature.

TAPI Dialling – this is for *outgoing* TAPI telephony only (e.g. Goldmine).

Web Page Dialling

- Configure web page dialling for –
 - Internet Explorer
 - Google Chrome
 - Mozilla Firefox



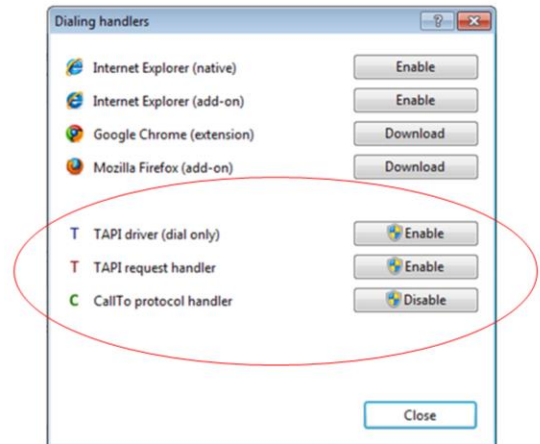
General (Dialling – Web Page Dialling)

For Internet Explorer, just click the enable/disable toggle button to control the native or add-on implementation.

Google Chrome (extension) and Mozilla Firefox (add-on) first need to be downloaded from the appropriate resource before they can be enabled.

Other Dialling Techniques

- **TAPI driver.** Enables dialling from applications that are programmed to support dialling through a TAPI driver
- **TAPI request handler.** Enable Gigaset Pro CTI to handle TAPI dial commands issued directly from the TAPI compliant application (not via a driver)
- **CallTo protocol handler.** CallTo is a popular protocol used by developers to mark up telephone numbers within their application. Any numbers, when marked up in this way and clicked, will cause Gigaset Pro CTI to dial the number



General (Dialling – Other Dialling Techniques)

The dialling handlers page is also where you configure some of Gigaset Pro CTI's other dialling techniques.

TAPI driver. Enables dialling from applications that are programmed to support dialling through a TAPI driver

TAPI request handler. Enable Gigaset Pro CTI to handle TAPI dial commands issued directly from the TAPI compliant application (not via a driver)

CallTo protocol handler. CallTo is a popular protocol used by developers to mark up telephone numbers within their application. Any numbers, when marked up in this way and clicked, will cause Gigaset Pro CTI to dial the number

Dialling (Valid Numbers)

- Defining valid telephone numbers.
 - Minimum Length
 - Minimum Length
 - Must start with
- Advanced rules - allows regular expressions to be used to more accurately control whether a number should be considered as a valid telephone number or not.

General (Dialling)

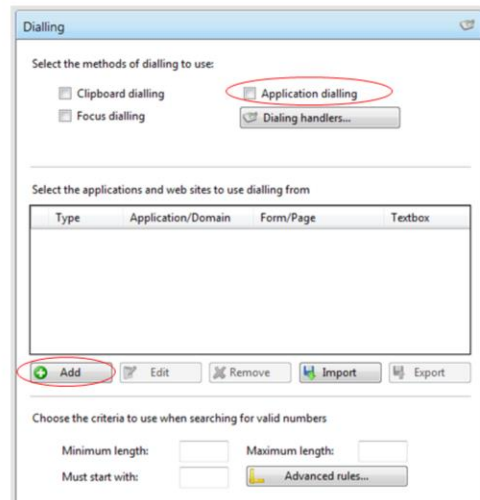
The final section of the Dialling page allows you to help the client software accurately determine and recognise telephone numbers in features like clipboard dialling, webpage dialling and focus dialling.

You can provide a minimum and maximum length of telephone numbers (anything outside the range will be disregarded as not a real telephone number), and you can also set a required prefix digit with which any potential telephone number must begin (e.g. it would be a “0” in the UK).

The “Advanced rules” options allows regular expressions to more accurately control whether a number should be considered as a valid telephone number or not.

Application Dialling (Add)

- Tick the “Application Dialling” option to enable application Dialling.
- Click the “Add” button to launch the wizard to setup an application for application dialling...

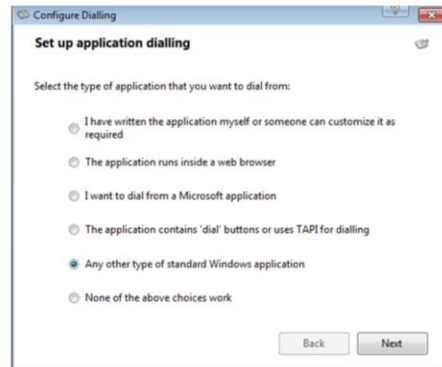


General (Dialling) - Add

Adding a new application for application dialling is achieved through a wizard, and the wizard is launched by clicking on the “add” button. Follow the on-screen instructions to work-through the wizard and add a new application.

Application Dialling (Configure)

- Various options
- Usually select “Any other type of standard Windows application”.



Dialling (Add Configure)

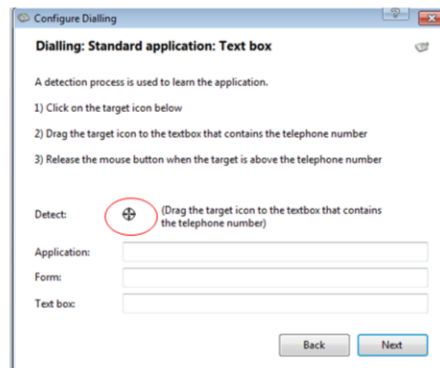
On the first wizard screen, you'll be required to select the type of application in which you wish to configure the Gigaset Pro CTI dialling integration.

The most common choices are the “Microsoft application” or the “Any other type of standard Windows application”.

Application Dialling (Example)

“Standard Windows Application”

- Drag the “target” to the field contain the telephone number field in your application...



Dialling (“Standard Windows Application”)

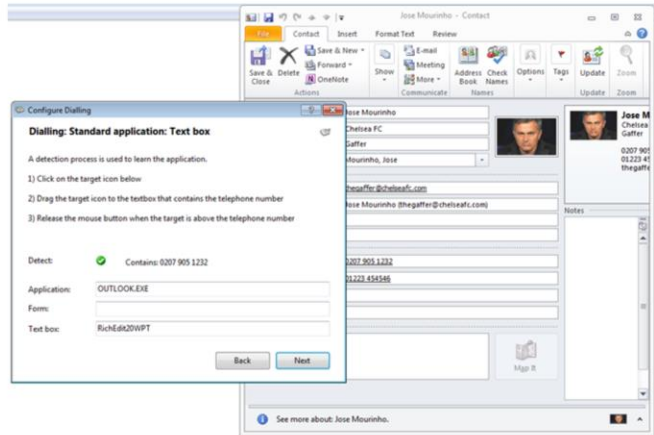
The screen that is displayed next will depend on the selection you made on the previous screen. Shown here is the screen for the “Any other type of standard Windows application” option.

To setup the Dialling within the Windows application, open the application, drag-and-drop the little “target” icon over the field in the application that contains the telephone number...

Application Dialling (Example)

“Standard Windows Application”

- The “Application”, “Form” and “Text Box” fields will contain application-specific information.



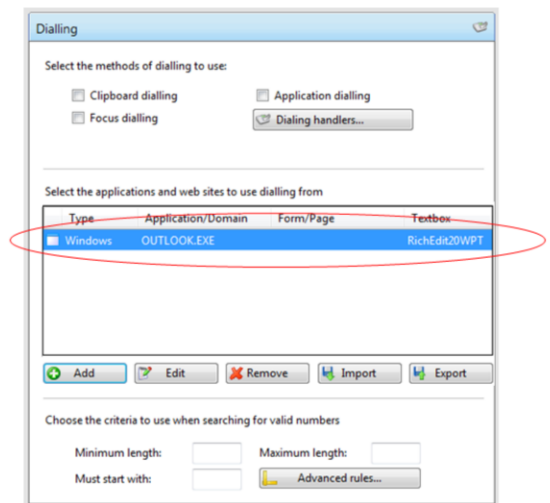
Dialling (“Standard Windows Application”)

If successful, the “Application”, “Form” and “Text Box” fields in the dialling integration screen will contain application-specific information.

Application Dialling (Example)

“Standard Windows Application”

- If successful, the application will appear in the dialling page.
- Click SAVE.

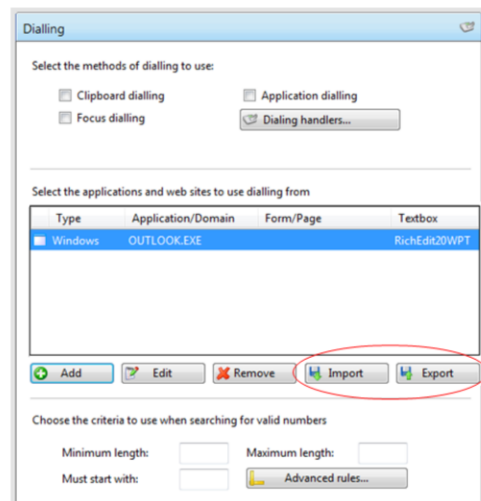


General (Dialling) – Export/Import

The application will then appear in the Dialling page.

Application Dialling (*Export/Import*)

- Dialling settings can be exported.
- Use “Export” button to export the Dialling settings to a file named “dial.settings”.
- Use “Import” button to import into this client the dialling settings stored in a previously exported “dial.settings” file .

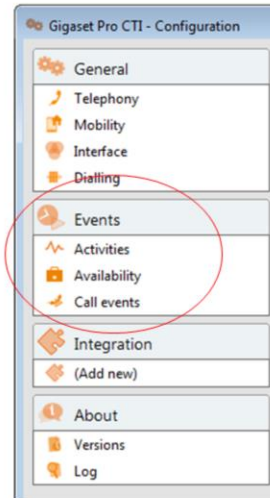
**General (Dialling) – Export/Import**

You can use the “Export” button to export the Dialling settings of the applications and webpages that you have set up and save them in a single file named “dial.settings”.

And if you have a “dial.settings” file created and extracted from another client, those settings can be imported into this client using the “Import” button.

Events

- Auto-Sense Availability
- Update Lync state
- Busylight Integration
- Call Events

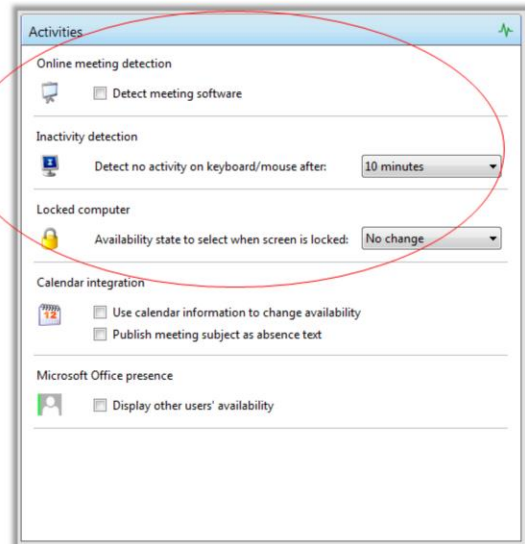


Events

The Events section contains several pages where you can control various client features including the auto-sense availability states. It's in this section that you can also enable the "update Lync state" option, and where you can check the status of Busylight integration. The client user call also setup custom call events from here too.

Activities

- Automatic Online Meeting
- Inactivity detection
- Locked computer availability state



Events (Activities)

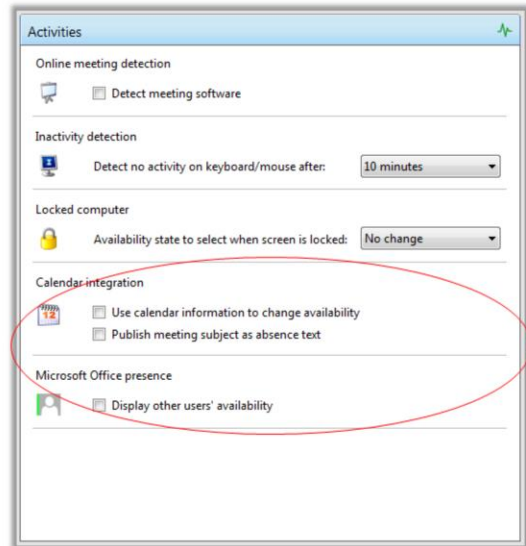
The Activities page contains various controls.

At the top of the page you'll find the options for controlling auto-sense availability.

- Checking the **Detect meeting software** option will tell the client to detect when the user is on an active online meeting or webinar (e.g. with GoToMeeting, TeamViewer meeting, Lync call, Webex or Skype call) and display the user's availability state as "online meeting"
- **Detect no activity on keyboard/mouse** can be used to set the time delay required before the user availability state will be automatically set to "away from desk"
- And the **Availability state to select when screen is locked option** allows the user to choose which state to display (choices are "break", "unavailable" and "away from desk") when their screen is locked.

Activities

- Enable Calendar Integration (needs to also be enabled in the Security Profile – see Server configuration)
- Publish the meeting subject as absence text (or leave to default as “in a meeting”).
- Display the user’s availability in Microsoft Office Presence (Lync).



Events (Activities)

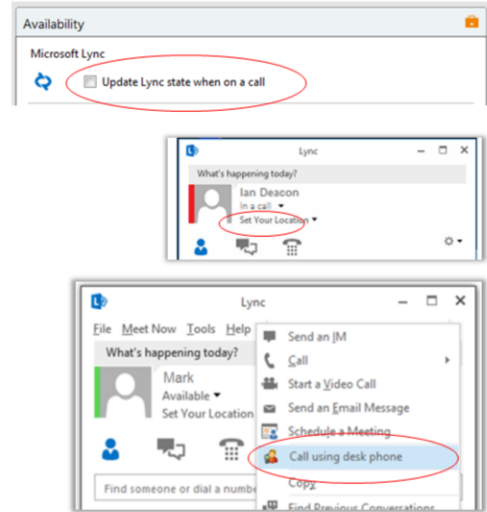
At the bottom of the same page you can also control whether the user can use Exchange Calendar integration (which needs to already be enabled in the Security Profile)

The text of the calendar appointment can be used as the user’s absence text, or just a generic “in a meeting” message can be displayed.

And you can also control from here whether the user’s availability should be displayed in Microsoft office Presence (Lync).

Availability (Microsoft Lync)

- “Update Lync state when on a call”.
 - Updates the user’s Lync client with “on a call” when the handset makes or receives a call (or to “Do not disturb” when in DND).
- Lync 2013 users (and users of Office 365 versions of Lync) can make calls on their handset *directly* from the Lync client.



Events (Availability) – Lync Status

The Availability page contains various settings relating to the user’s Gigaset Pro CTI status and availability.

At the top of the page is an option allow the Gigaset Pro CTI PC client to update the status of a user’s Lync client based on the hook status of their handset. It shows “in a call” on the Lync client when the handset makes or receives a call, and it shows “Do not disturb” when the handset is in DND.

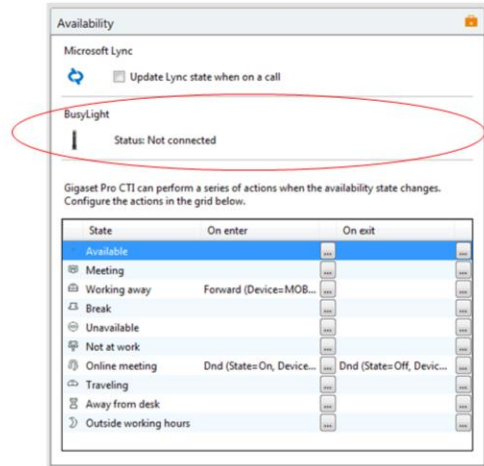
Lync users can also make a call on their handset directly from the Lync client. This feature is enabled automatically when the Gigaset Pro CTI client is started on the user’s PC.

Availability (Busylight)

- Kuando’s Busylight is a USB-connected LED that visually indicates handset status.
- Gigaset Pro CTI now includes plug-and-play integration with Busylight.



www.busylight.com



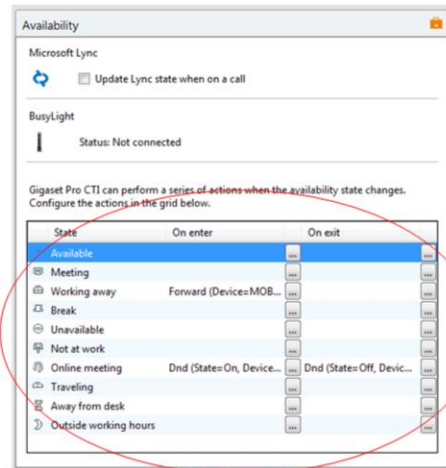
Events (Availability) – Busylight

Gigaset Pro CTI includes plug-and-play integration with Kuando’s Busylight – a USB-connected LED that visually indicates handset status. An option on the Availability page shows the current status.

See the Busylight website at www.busylight.com for more information.

Availability-Based actions

- Program actions, based on availability state.
 - User selectable
 - Auto-sense
- Action can be programmed for *entering* (“on enter”) or *exiting* (“on exit”) the availability state.
- Example: Set your deskphone to DND while you’re on a webinar.



Events (Availability) – Availability-Based actions

Gigaset Pro CTI client users can manually set their availability via the “Availability” selection on their System Tray menu.

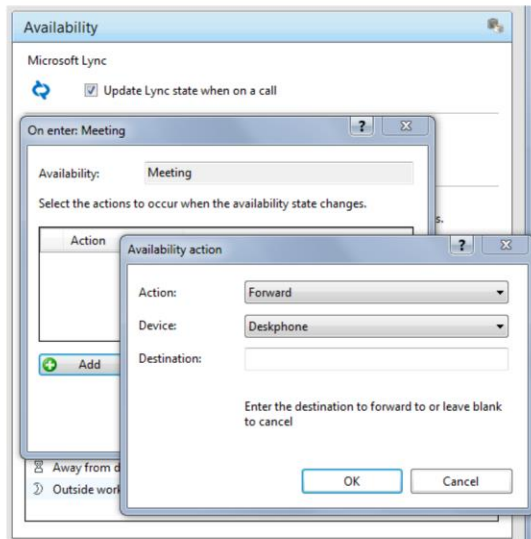
Gigaset Pro CTI also includes some additional “auto-sense” states. These states are not set directly by the user, but are controlled by various new settings that we saw in the Activities page.

The Gigaset Pro CTI user can then use those various availability states to manage “availability-based” actions (available only in the “premium” and “pro” clients).

The user can pre-program actions based on a given availability state, and that action can take place when either **entering** or **exiting** that state.

Availability-Based actions

- Select the action
 - Forward to a device
 - Set DND
 - Send feature code to the handset
 - Set Absence text
 - Send Message



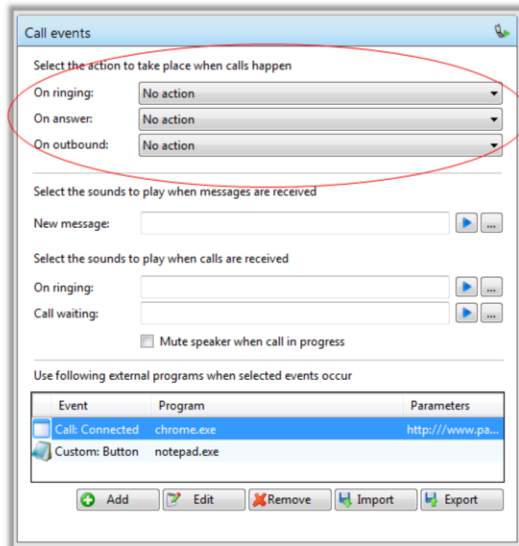
Events (Availability) – Availability-Based actions

Having selected the required availability state to program an action for, and then clicked on either the “on enter” or “on exit” button, we can then add in one or more actions.

Various types of actions are available, the behaviour of which can be configured according to context.

Call Events

- Show phone window or pop contact (or nothing) -
 - On ringing
 - On answer
 - On outbound



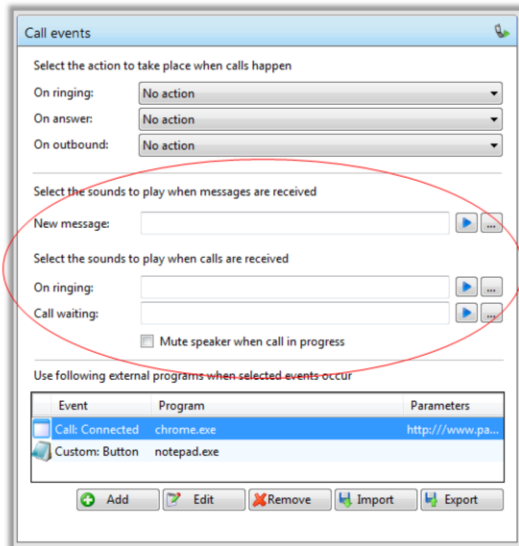
General (Call Events) - Action

The Call Events page allows you or the user to control the behavior of the PC client when certain actions occur.

During an unanswered inbound or outbound call, or when a call is actually answered, the client can be configured to show the phone window, to pop the calling or called party's contact record, or to do nothing at all.

Call Events

- **Sounds** – select sounds to play on certain events.
- **Mute** – mute sound (i.e. music) when on a call.



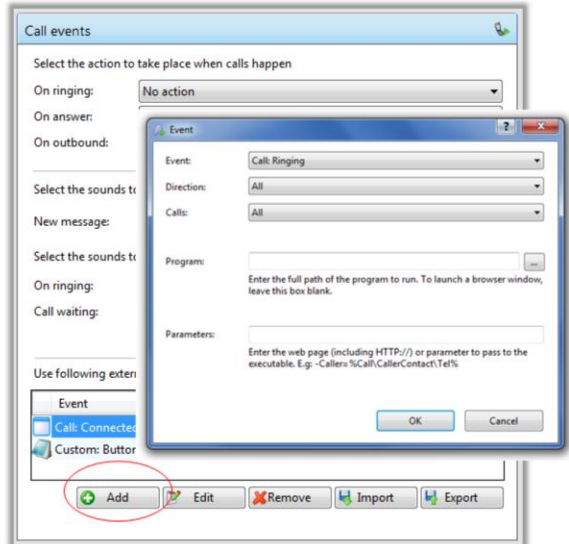
General (Call Events) – Sounds/Mute

Further down the page, sounds can be setup for various events – when a new message is received, when the extension is ringing, and/or when a call is waiting. In busy offices, this can help users to uniquely identify that it is their phone that is ringing and not a colleague's.

If this user listens to music or other sound files while working, they can also tick the box to have the PC's sound automatically **muted** whenever a call is in progress.

Call Events (Add)

- Click the “Add” button to add an event, which can either run a program or go to a web page.
 - **Event.** Add actions for specific events, such as call ringing, connected, completed or missed.
 - **Direction.** Can specify event for inbound or outbound .
 - **Calls.** Can be internal or external calls.
 - **Program.** Specify the path to the program that will be executed for this event.
 - **Parameters.** Enter any parameters for the program, or supply the full URL of a webpage.



A separate technical guide for custom events available.

General (Call Events) – Add

The Gigaset Pro CTI PC client can also be configured to run a program or application on selected events – i.e. when a call is ringing, when it completes, or connects, or is missed, and the invoking of the program can also be determined by the direction of the call (inbound or outbound) and whether the call is internal or external.

To configure an event, press the Add button.

Event – select the event type

Direction – select the direction of the call, inbound or outbound

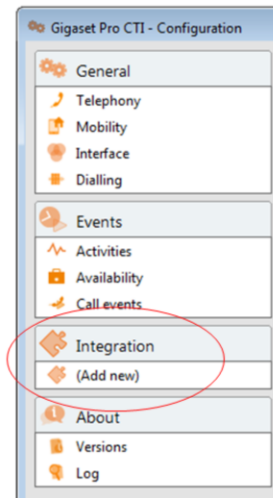
Calls – specify whether internal, external or all

The **Program** box allows you to select which executable to run. This box should be left blank to load an internet browser.

The **Parameters** box allows you to either provide parameters (i.e. command line arguments) for the program, or in the case of a browser, the URL to load.

Integration

- Setup integrations with CRMs and databases.
- The CRM or database will be searched on inbound/outbound calls for a match on the number. If found, caller ID is shown.
- Database or CRM will be included in searches of the shared address book.
- Click (Add new) to add one.



Integration

The pro version of the Gigaset Pro CTI PC client includes standard integration into a wide range of CRMs and applications, and this integration is configured and managed through the Integration section of the PC client configuration.

In this context, “integration” means –

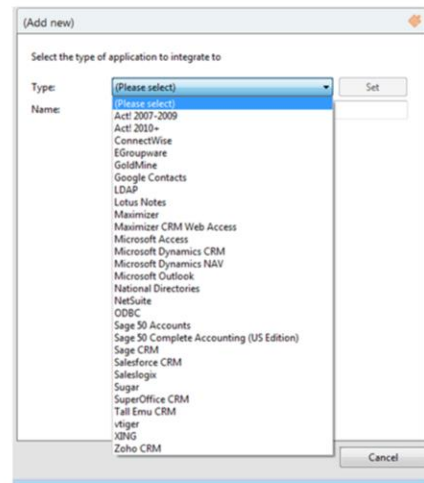
- The integrated database or application will be searched on inbound/outbound calls for a match on the called/calling number. If a match is found on the number, the contact’s details will be shown in the preview and phone windows. Both windows will also include an icon to allow the matched contact’s details to be shown (or “popped”).
- The address book search facility also includes a search of any integrated application, providing a consolidated search of both the Gigaset Pro CTI shared address book and any integrated application. Contacts’ numbers can be dialled directly from the search results without having to go into the integrated application.

To add a new application integration, click the “add new” button.

Integration (Add New)

(Add New)

- Select the database or application that you want to setup integration with.
- Give it a meaningful name.
- App-specific configuration options will appear...



Integration (Add New)

Once you've clicked the "add new" option, you'll be presented with a screen from where you can display a list of the supported standard applications.

Select the appropriate application from the drop-down list.

When you click "save" you will be taken to a configuration screen that contains information specific to the selected app....

Example: Microsoft Outlook

- Provide the app-specific configuration information.
- The “Integration Test” area allows you to enter a phone number to see if it can be found in the app.
- Click search to initiate a search for the entered number.
- If you get a positive result to the search, click the “show contact” button to pop the contact’s record and test the integration.

Integration (Outlook)

Here is an example of the configuration page for Outlook.

The configuration section is where you will provide the information specific to the application for which the integration is being set up and will usually consist of user credentials and other information relating to the user’s access to (and use of) the application.

The Integration test area allows you to test the settings that you have entered by providing a telephone number and seeing if the client software can find it. If the number is found, you can click the “Show contact” button to make sure that the “contact popping” works correctly.

When you are done, click “Save” and the new integration will be available within this client immediately.

Standard Integration

- The “Connect Plus” version of the PC client includes support for a range of widely used “standard applications”.
- We make all attempts to remain current with the latest releases.
- We provide installation guides that enable a reseller to install without any assistance from tech support.

Standard Integrations

“Standard integration” means that we will make all attempts to remain current with changes to the application to ensure continued support for the integration.

We also provide a range of installation guides describing how to carry out integration configurations without requiring any assistance from tech support – although you will generally need assistance from a local IT resource based at the client in order to obtain key client-specific information such as user credentials.

See the Gigaset Pro CTI website for details.

Advanced Integrations

- The “pro” version also includes support for a range of industry-specific applications.
- Other applications can be investigated on request via the online Application Integration Request Process (AIRP).



Advanced Integrations

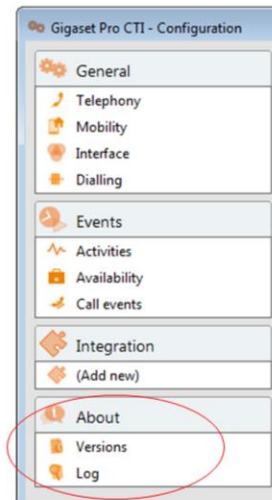
The “pro” version of the PC Client also includes integration into a wide range of specialised industry-specific applications. See the Gigaset Pro CTI website for details.

We are keen to extend this area of application integration and support, so if you have a customer requirement to integrate with a non-standard application please contact us. The request is processed through the online Application Integration Request Process (AIRP) and this involves us liaising with the application’s vendor to see if integration will be possible.

There may be a small charge to support a new application, but cost includes full remote support to get the integration properly running.

About

- Check which version of the PC Client is installed.
- View logs

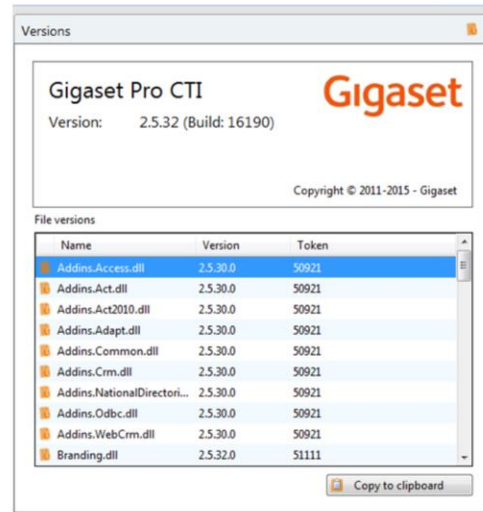


About

The final section in the client configurator is the About section, which contains version level details and user logs.

Versions

- To assist tech support
- Shows the version of the PC client.
- Lists all the installed modules

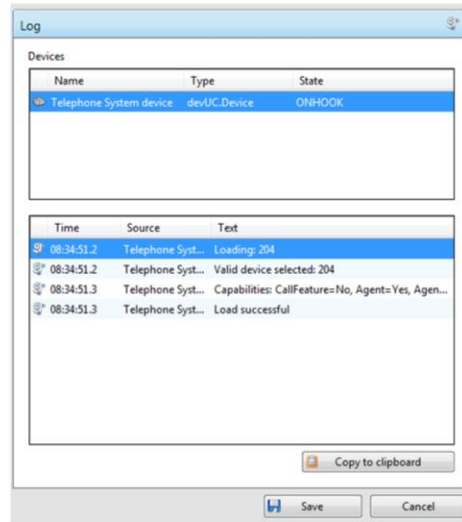


About (Versions)

The versions page shows the version of the Gigaset Pro CTI PC client, and it also lists all of the individual modules that are installed with this version. This information may be required by tech support during problem investigation.

Log

- To assist tech support.



About (Log)

Likewise, the log page, which contains an activity log for the PC client, may also provide valuable information to tech support staff to help with investigating and resolving problems.

Gigaset proCTI

 PC Client

PC Client

That concludes our look at the installation and configuration of the Gigaset Pro CTI PC Client.

Gigaset proCTI

MAC Client

Mac Client

We'll move on now to look at the installation and configuration of the Mac client.



Minimum Specifications (Mac Client)

- Mac with an Intel processor (64bit)
- SVGA display
- 1 GB Memory
- 1 GB free hard drive space
- Network adapter connected to a TCP/IP network
- Keyboard and mouse

Supported Operating Systems

- OS X Version 10.7: "Lion"
- OS X Version 10.8: "Mountain Lion"
- OS X Version 10.9: "Maverick"
- OS X Version 10.10: "Yosemite"
- OS X Version 10.11: "El Capitan"

Minimum software/hardware Requirements

Here are the minimum software/hardware requirements for the Gigaset Pro CTI Mac client.

Installation

- The Mac client can be downloaded from the Gigaset Pro CTI website as a single .dmg file
- Double-click to insert or mount the disk image onto the Mac.
- The disk image will appear as a device in the Finder.
- Double-click, then either drag the file to the desktop or move to the applications folder.

Mac Client (Installation)

The main difference between the MAC client and the PC client is the actual installation process.

The Mac client software installer can be downloaded from the Gigaset Pro CTI website in the form of a single .dmg file.

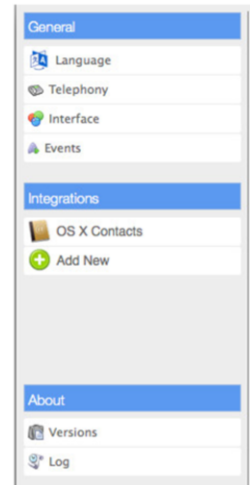
You then "insert," or "mount," the disk image onto the machine by double-clicking on the file. Having done this, the disk image will appear as a "new device" in the Finder.

Double-click on the Gigaset Pro CTI device. Now you've got two options, you can either drag the file across to desktop or just move it to the Applications folder. To do this simply click and hold the Gigaset Pro CTI icon and drop it on Applications folder or the Desktop.

That's all that is required to install the Gigaset Pro CTI software on the Mac.

Configuration

- Configuration is similar to the PC
- Fewer options...



Mac Client Configuration

Once the Mac client has been successfully installed, you can start up the configurator.

The configuration of the Mac client is similar to the one for the PC client, so we won't need to go through all the options again. Refer to the PC client section if you need information on configuring those common sections.

Language

- **Detect:** Gigaset Pro CTI will automatically detect the language from the operating system.
- **Select:** Manually select the required language.

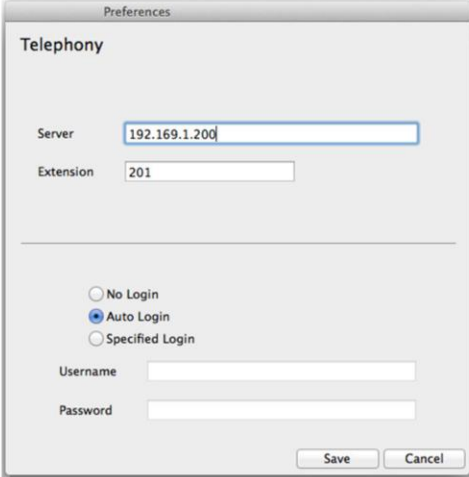


General (Language)

In the language section, you can either leave Gigaset Pro CTI to automatically detect the default language from the operating system, or you can override this and manually select the required language.

Telephony

- Server address
- Extension
- Login



The screenshot shows a 'Preferences' dialog box with a 'Telephony' section. It contains the following fields and options:

- Server:** A text input field containing '192.169.1.200'.
- Extension:** A text input field containing '201'.
- Login Options:** Three radio buttons: 'No Login', 'Auto Login' (which is selected), and 'Specified Login'.
- Username:** An empty text input field.
- Password:** An empty text input field.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom right.

General (Telephony)

The telephony page is similar to the one in the PC client configuration.

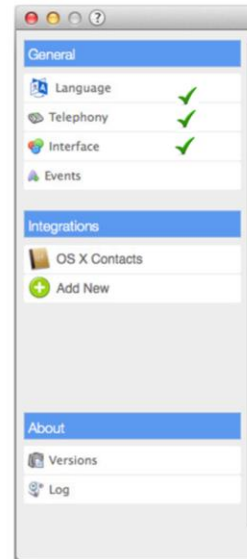
Server - As with the PC client, the server field contains the address of the Gigaset Pro CTI server. The Gigaset Pro CTI server *itself* cannot be a Mac, as only the Windows platform is supported for the server.

Extension - contains the extension that this Mac client user will be using.

The login section offers the same choices as on the PC configuration, with the exception that “Windows Login” is now “Login Automatically”, but it has the same functionality .

Other Configuration

- The other configuration sections are the same as with the PC client, and are restricted to -
 - ✓ Interface
 - ✓ Events
- There's no "dialling" section, because the clipboard and web page Dialling are automatically switched on by default.



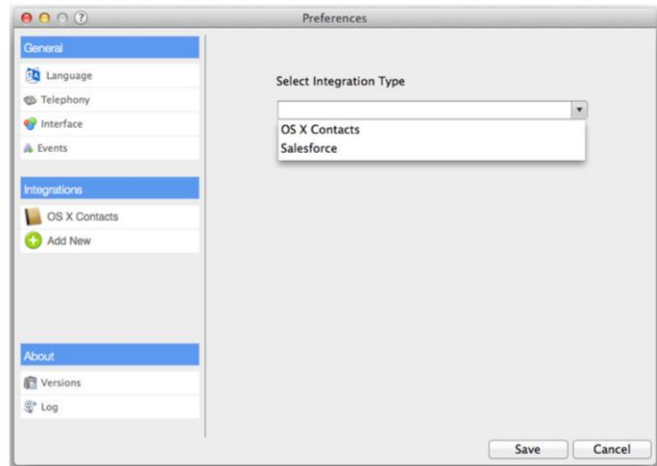
Other Configuration (Mac Client)

Only the "interface" and "events" pages are available within the Mac configuration, and these sections are the same as for the previously described PC Client.

There's no "dialling" section to configure for the Mac client because those options (such as clipboard dialling and web page dialling) are enabled by default.

Integration

- Limited to just –
- OS X Contacts
- Salesforce (Enterprise)



Integration (Mac Client)

The integration page is also similar to the PC client, with the exception that there are only two possible integrations: the Apple Address Book (OS X Contacts) and the Enterprise Edition of Salesforce. Both integrations require the “pro” version of the Mac Client.

Gigaset proCTI

 Mac Client

Mac Client

That concludes our look at the installation and configuration of the Gigaset Pro CTI Mac Client.

Support and Services

Service	Description
Support	Please go to http://gigasetpro.com

Warranty

The software comes with a **3 month** manufacturer's warranty. For support outside the scope of the warranty and for the right to upgrade, a software assurance contract is required.

THANK YOU