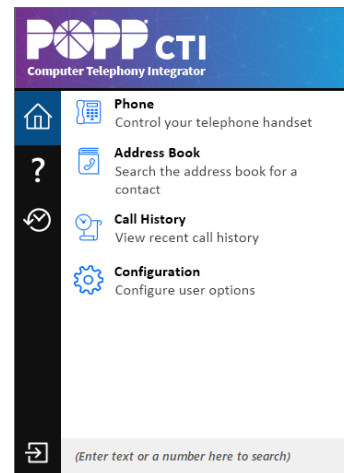**Introduction:**

POPP's Computer Telephony Integrator (CTI) express dialer and CRM integration application offers time-saving integrations between a user's critical PC applications and the VoIP Phone System. CTI is a chargeable add-on available for your POPP Hosted Microsoft VoIP Phone System. Contact POPP at 763-797-7900 for more information.
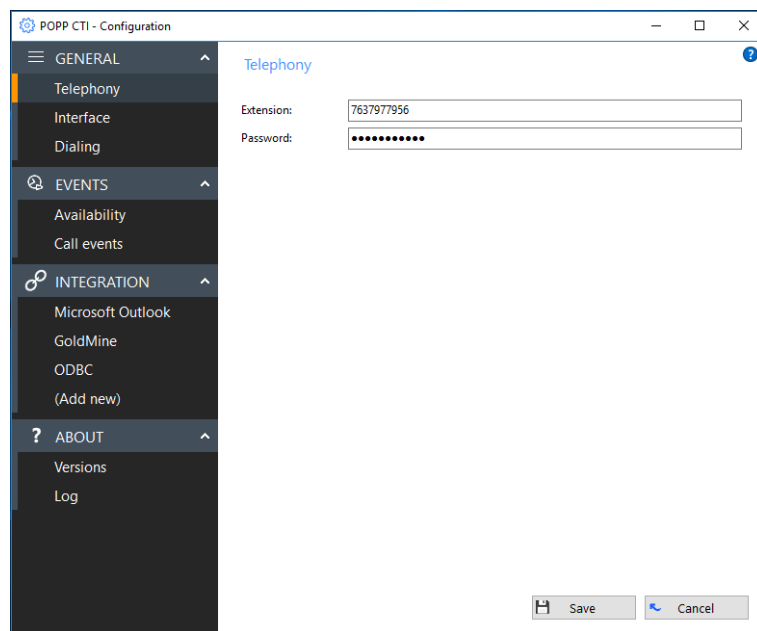
Download Computer Telephony Integrator:

- Go to popp.com/support > Internet Phone System > Software Downloads to download the POPP CTI Installer

Configure Computer Telephony Integrator:

- Right-click on the POPP CTI icon found in the lower-right icon tray
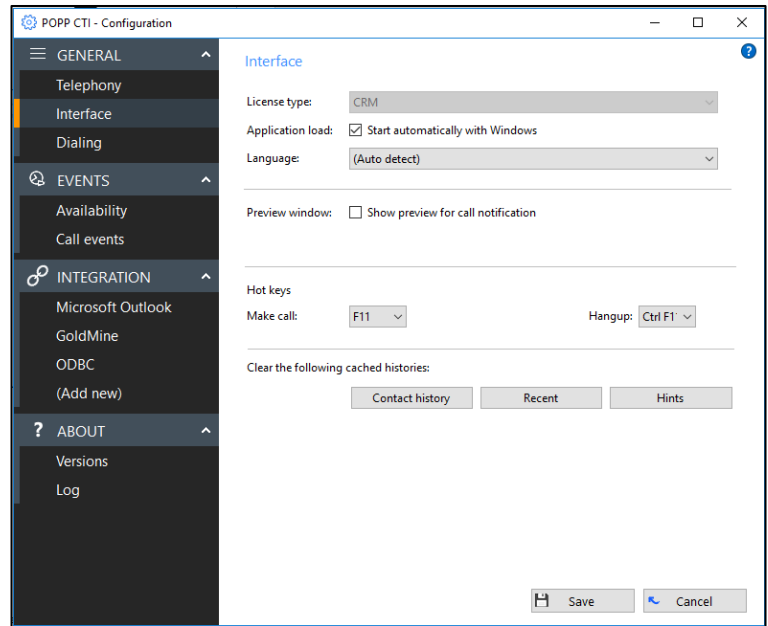- Select [Configuration]

- In the General > Telephony menu:
  - o **Extension:** your 10-digit phone number
  - o **Password:** your POPP portal password
  - o Click [Save]

- The POPP CTI icon in the lower-right tray should turn from grey to green
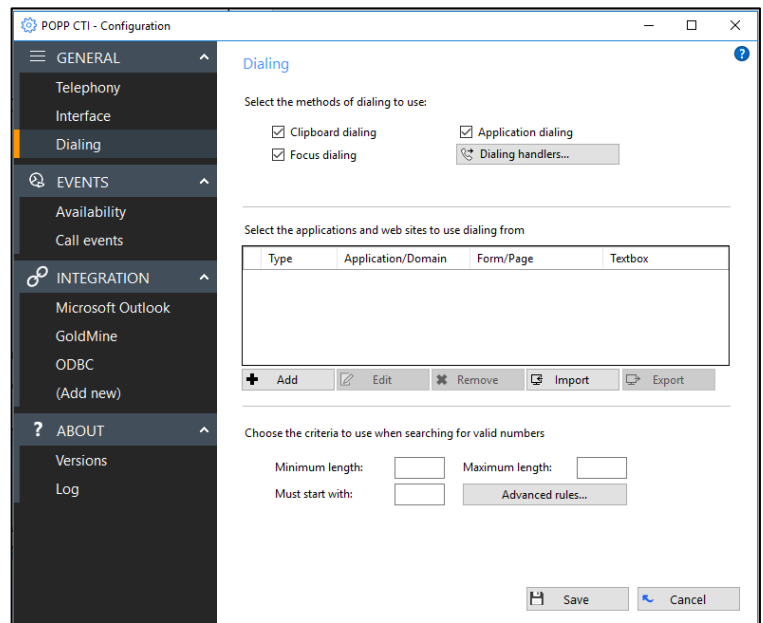- Right-click the POPP CTI icon and select [Configuration] again

- Within the General > Interface menu:
    - o License Type: Select the type purchased – Express, or CRM
    - o Application load: Check 'Start Automatically with Windows' if desired
    - o Language: Leave at '(Auto detect)', or specify a language
    - o Preview Window: Check 'Show preview for call notification' to make a preview window appear on screen with every inbound or outbound call
    - o Hot keys:
        - ▪ Make Call: Select a key that will dial a number you've highlighted with your cursor. (Recommended: F11)
        - ▪ Hangup: Select a key or combination of keys that will end the CTI call. (Recommended: Ctrl F11)
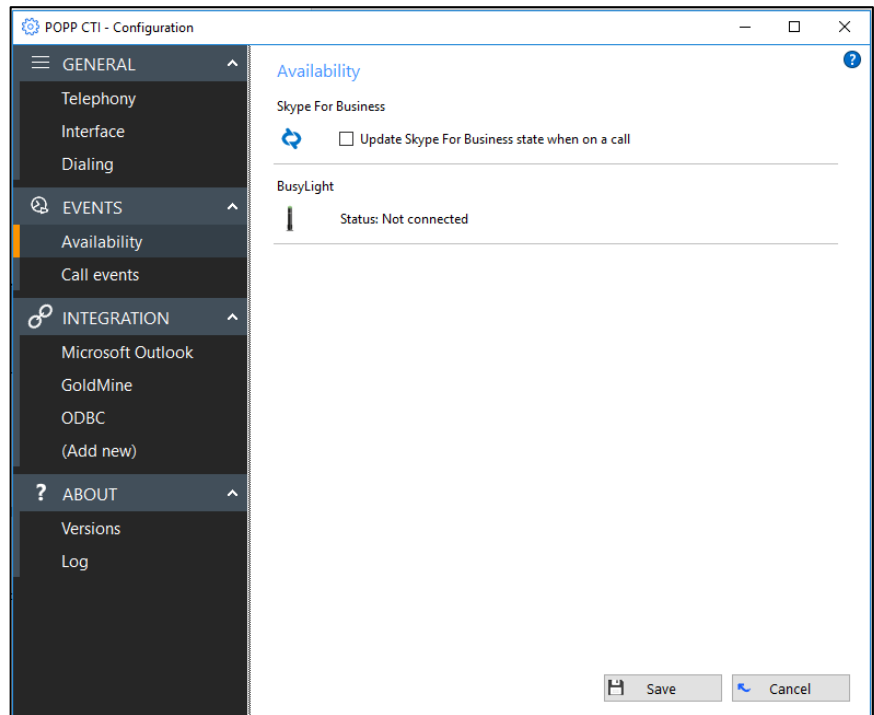
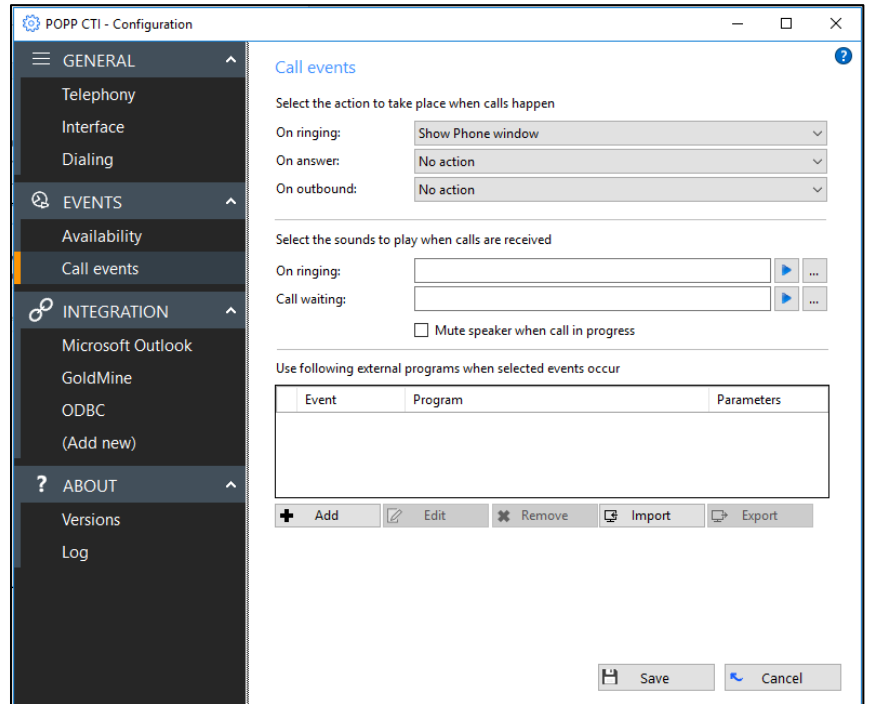- Within the General > Dialing menu:
    - o Select the methods of dialing to use:
        - ▪ Clipboard Dialing: POPP CTI will look for numbers copied to the PC clipboard (Ctrl C) and will display a prompt to dial the number
        - ▪ Application Dialing: Enables POPP CTI to make calls from a compatible application's dialer icon or interface
        - ▪ Focus Dialing: POPP CTI looks for numbers to dial within editable fields and presents a 'Call' icon that dials the number when clicked
        - ▪ Dialing Handlers: Download add-ins for browsers, TAPI, and more
    - o To use Application Dialing, add the applications you want to dial from in the 'Select the applications and web sites to use dialing from' space
    - o In the 'Choose the criteria to use when searching for valid numbers' space, optionally enter minimum and maximum digit lengths to improve the accuracy of POPP CTI when presenting numbers to dial

- Within the Events > Availability menu:
  - o Check 'Update Skype for Business state when on a call' if desired

- Within the Events > Call Events menu:
  - o Select the action to take place when calls happen
    - On ringing: Optionally choose to Show Phone window, Show Contact, or No action
    - On answer: Optionally choose to Show Phone window, Show Contact, or No action
    - On outbound: Optionally choose to Show Phone window, Show Contact, or No action
  - o Select the sounds to play when calls are received:
    - On ringing: Optionally select a music file on the PC to play when an inbound call is ringing
    - Call waiting: Optionally select a music file on the PC to play on call waiting
  - o Use following external programs when selected events occur: Optionally add triggering events along with the program to open and the parameters to occur

For additional training and support:
- Visit www.popp.com or call POPP Communications at 763-797-7900