

# Tapi Link for HEAT® - Configuration Guide

Version No: 3.5.1.639 © Papillon Technology 1998-2006

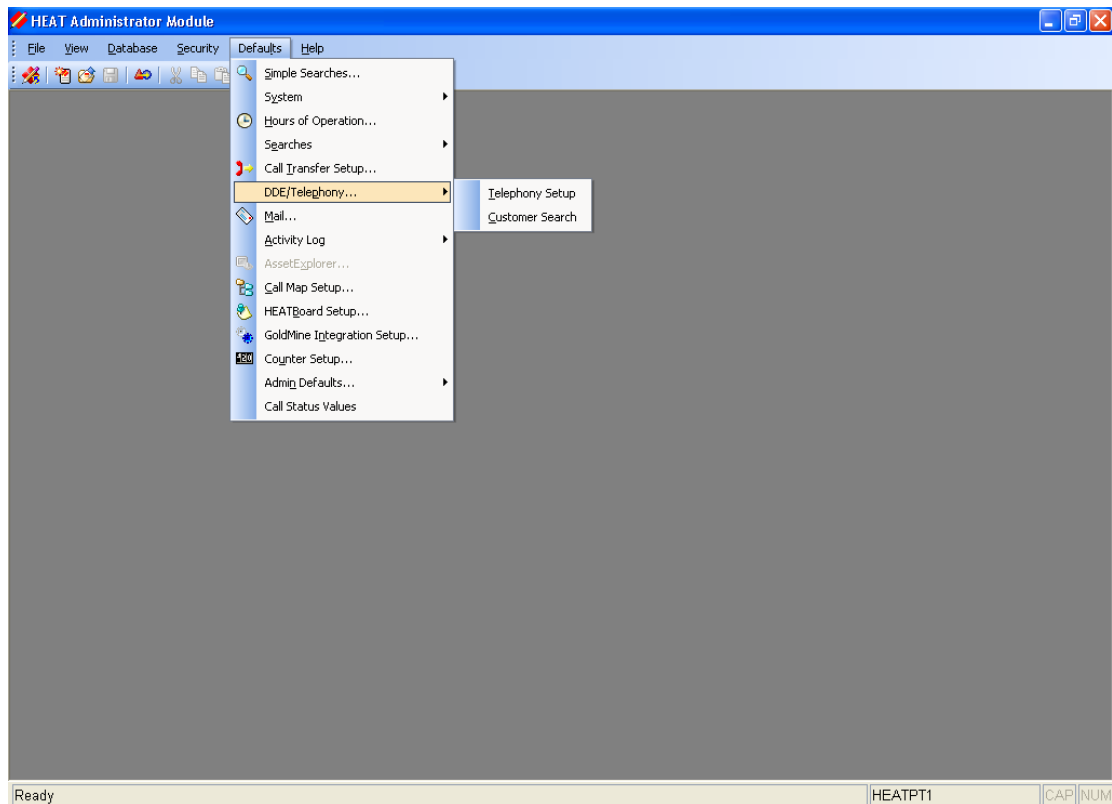
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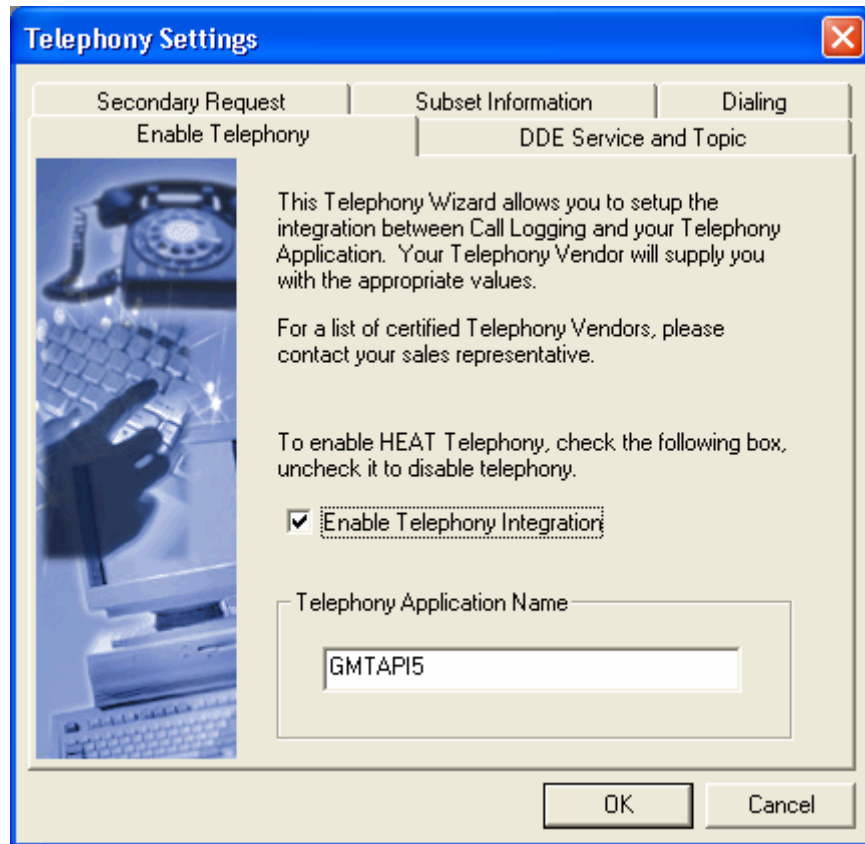
## Manual Addendum For Integrating Tapi Link with PowerDesk or HEAT® (Standalone)

Launch the HEAT Administrator Module and log in with Administrator rights.

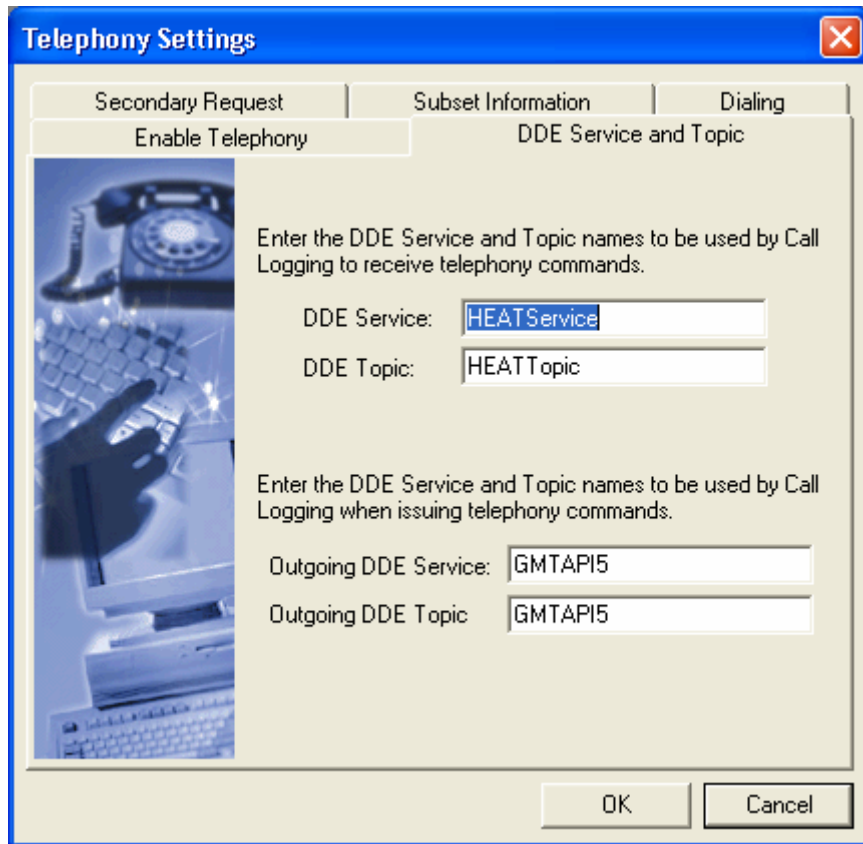
Under the **Defaults** menu there is a **DDE/Telephony...** menu item with a sub-menu containing **Telephony Setup** and **Customer Search**. Select **Telephony Setup**



On the **“Enable Telephony”** tab, check the **“Enable Telephony Integration”** option. The field for **“Telephony Application Name”** will now become available. Enter **“GMTAPI5”** as the **“Telephony Application Name”**.



On the “DDE Service and Topic” tab, in the “DDE Service” field enter “HEATService”. In the “DDE Topic” field enter “HEATTopic”. In the “Outgoing DDE Service” field enter “GMTAPI5”. In the “Outgoing DDE Topic field enter “GMTAPI5”.



**Telephony Settings**

Secondary Request | Subset Information | Dialing

Enable Telephony | DDE Service and Topic

Enter the DDE Service and Topic names to be used by Call Logging to receive telephony commands.

DDE Service:

DDE Topic:

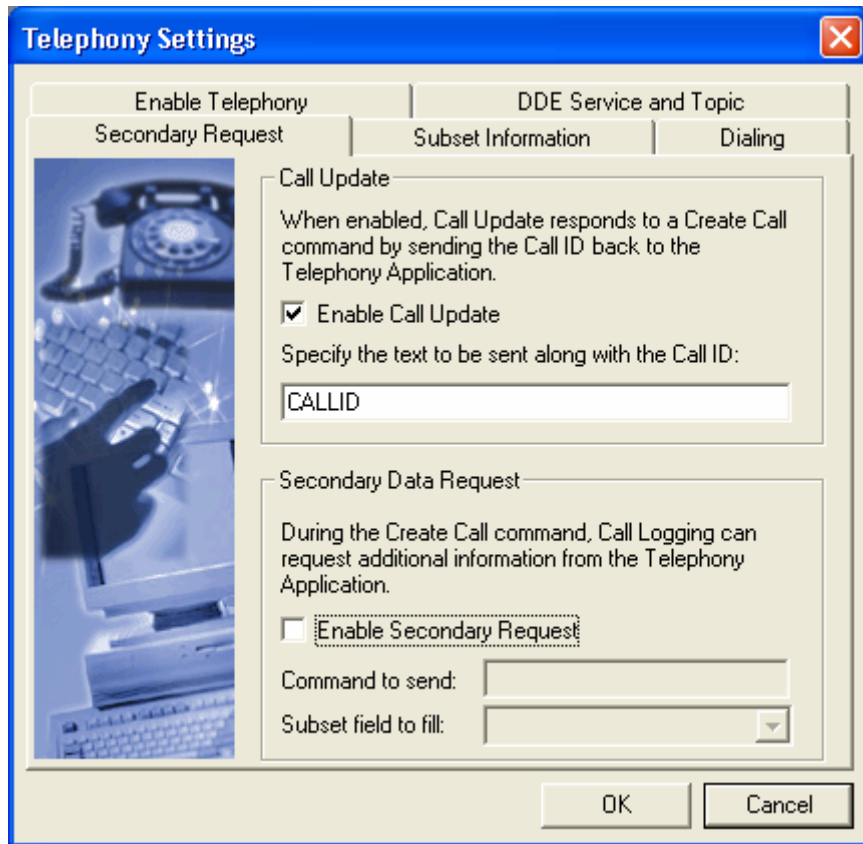
Enter the DDE Service and Topic names to be used by Call Logging when issuing telephony commands.

Outgoing DDE Service:

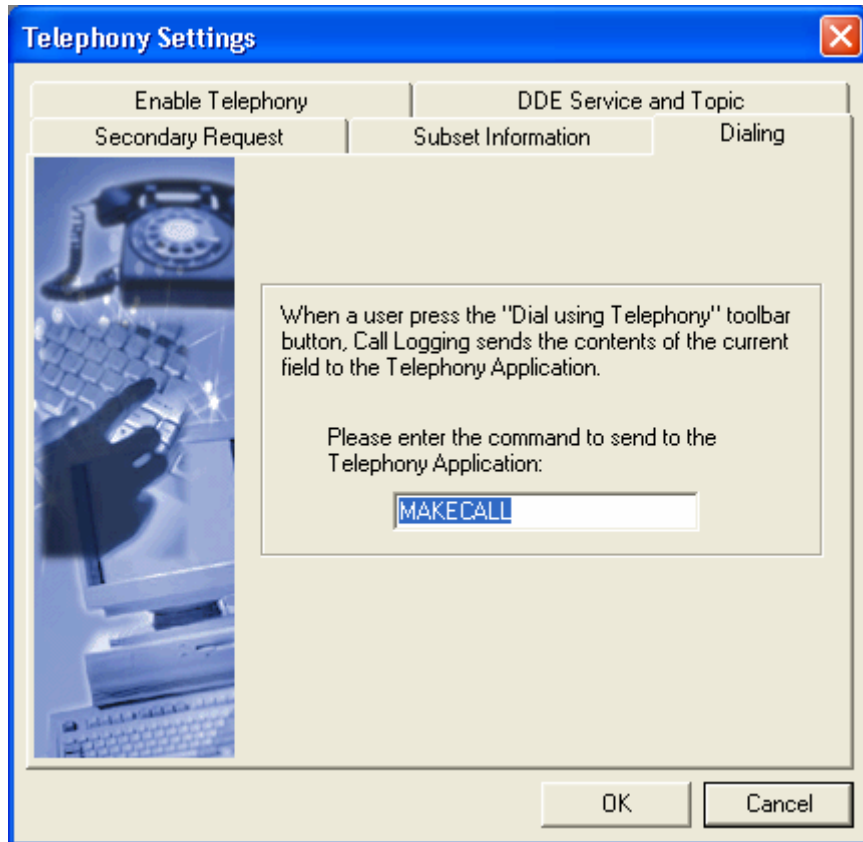
Outgoing DDE Topic:

OK Cancel

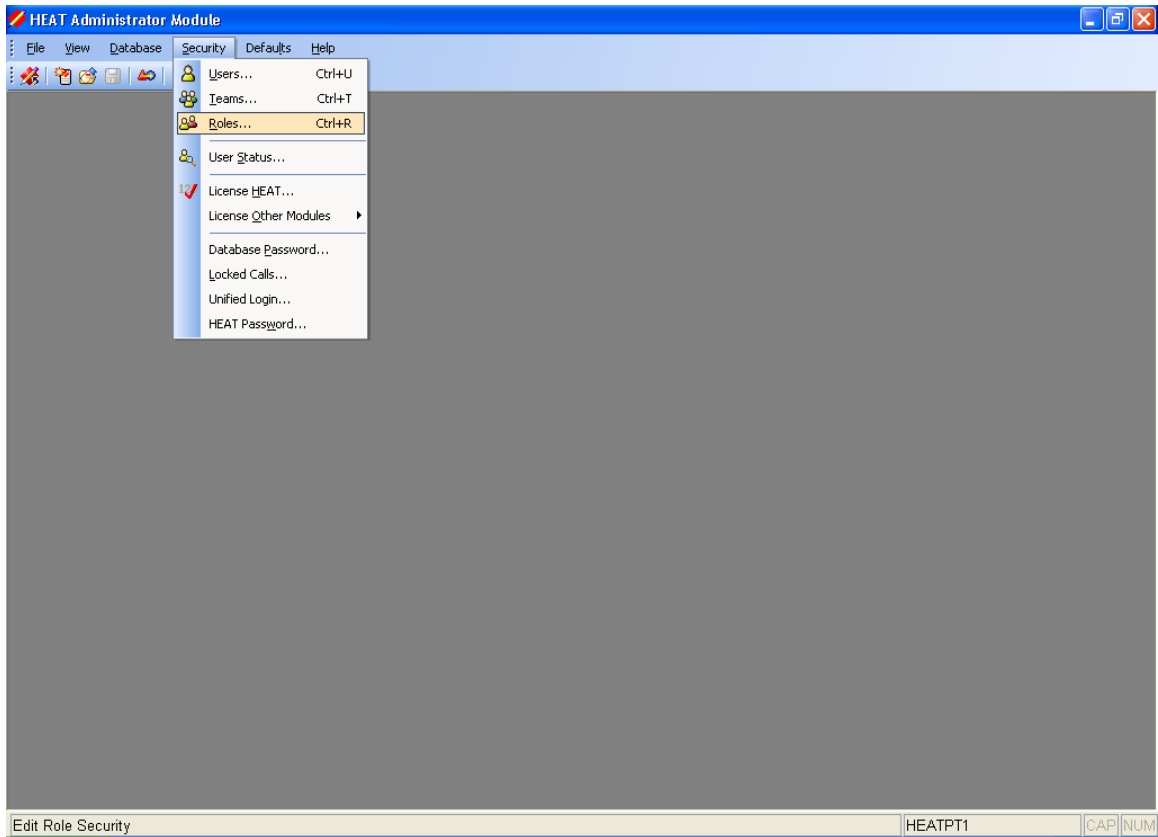
On the “**Secondary Request**” tab, check the “Enable Call Update” option. The field for “Specify the text to be sent along with the Call ID” will now become available. Enter “CALLID” in this field. The lower part of the tab should remain blank.



The last tab is used to define the command sent to the Telephony software when the “Dial using Telephony” option is used inside Call Logging.  
On the “**Dialing**” tab, in the field “Please enter the command to send to the Telephony Application” enter “MAKECALL”. Then Click OK.



Under the “Security” menu select the “Roles...” menu item.



On the left side of the dialog box, select the role that the user is a member of. On the right side, select the Rights tab and scroll the window down until you can see “HEAT API Engine”. Highlight this option and change the radio button to “Yes” underneath the list. Select the next option in the list - “HEAT API Module”. Highlight this option and change the radio button to “Yes” underneath the list. Click on “Apply” then “Close”.

