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What is the OfficeSuite® CRM Connector TAPI plug-in?

The OfficeSuite® CRM Connector TAPI plug-in consists of a TAPI plug-in software module (TspInterface.dll), which is installed in the OfficeSuite® CRM Connector Plug-ins folder, and a TAPI service Provider software module (OfficeSuite® CRM Connector.tsp), that is installed in the Windows system folder for use by the Windows TAPI service.

The OfficeSuite® CRM Connector TSP gives the Windows TAPI Service the capability to communicate with the OfficeSuite® CRM Connector application for the purpose of making and receiving phone calls via TAPI enabled applications. The OfficeSuite® CRM Connector TAPI plug-in is a plug-in software module that supports sending phone line status to the TAPI service – via the associated TSP – and provides a means for the TSP to make and hang up calls via OfficeSuite® CRM Connector.

Why use the OfficeSuite® CRM Connector TAPI plug-in?

The OfficeSuite® CRM Connector TAPI plug-in enables TAPI client applications to place phone calls via OfficeSuite® CRM Connector.

Note: The functionality of the TAPI plug-in is dependant on the capabilities of your TAPI application.
Configuring Sage ACT! for use with OfficeSuite® CRM Connector

1. Start up OfficeSuite® CRM Connector.
2. Start up Sage ACT!
3. Within ACT!, click the Tools menu, and then click Preferences.
   The Preferences dialog box should appear.
4. Click the Communication tab, and then click the Dialer Preferences... button. The Dialer Preferences dialog box should appear.
5. Check the **User Dialer** box.

![User Dialer settings](image)

6. Select OfficeSuite from the **Modem or line** drop-down.

7. Click **OK**, to return to the **Preferences** dialog box. Press **OK** to save the changes.
To dial a contact within ACT!

1. Open a contact within ACT! Click the Phone Contact button.

2. The **Dialer** dialog should appear. Select the number you wish to dial and press the **Dial** button.

3. ACT! will pass the number via the ACT! plug-in to make the call.