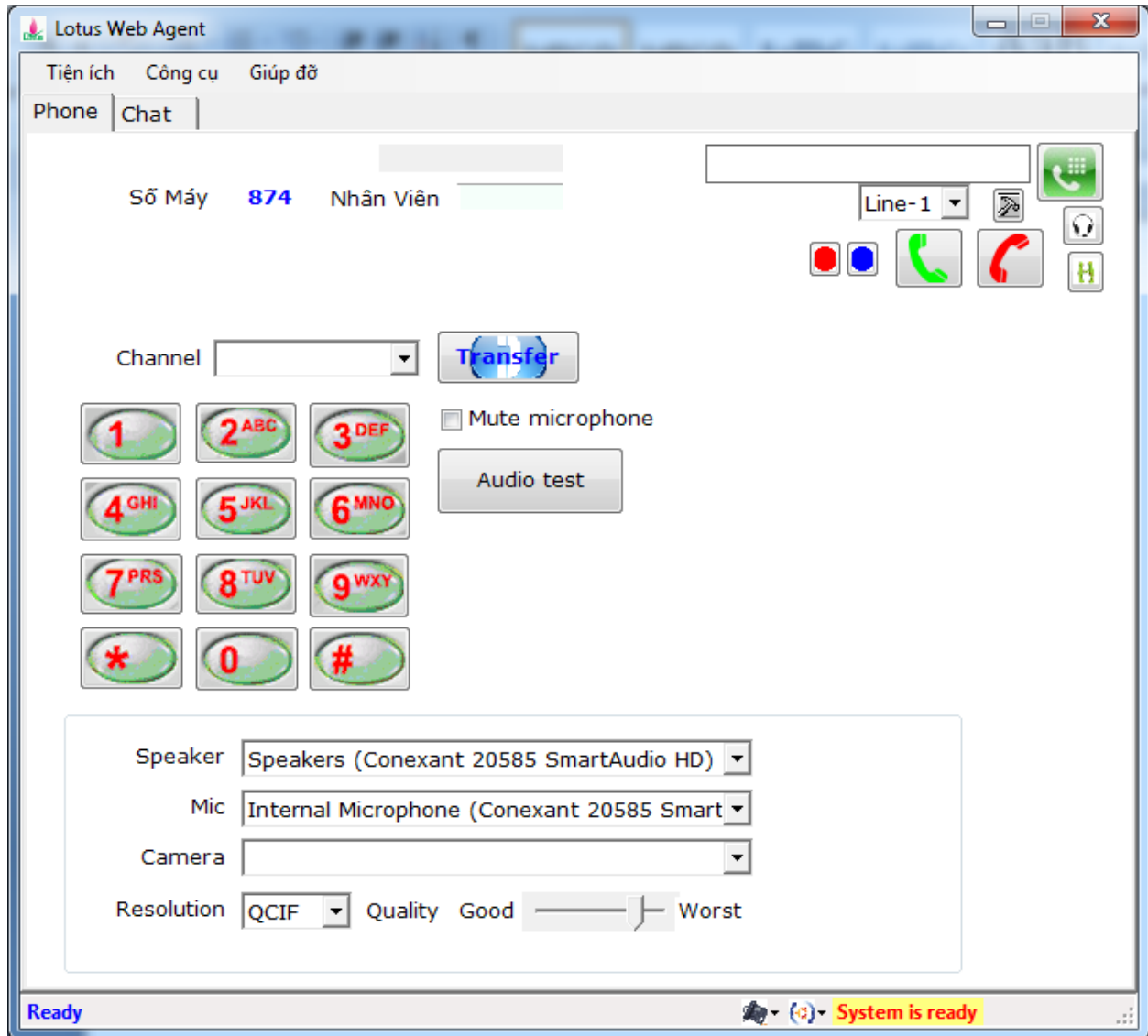


## OneLotus Little Configure (OLL)

### 1. Configure OLL as softphone

Run OLL



Click Công cụ, cấu hình softphone

Configure

General | Connection | Soft Phone | H323 | Extern IP Phone

Password access		Dial out prefix	
Data row to loader	5	DID	
Outbound context	DefaultOutgoingRule	PBX signal waiting	,
Local phone length	8	<input type="checkbox"/> Show flash message when have call event	
Region prefix code	08	<input checked="" type="checkbox"/> Chỉ nhận chat khi đang rỗi	
<input checked="" type="checkbox"/> Caller ID already '0' in prefix			
<input checked="" type="checkbox"/> Auto logout when program exit			
<input type="checkbox"/> Event based on softphone			
<input checked="" type="checkbox"/> Auto set agent paused when dial out			
<input checked="" type="checkbox"/> Hiden DTMF key			
Transfer code	#2		
Hangup code (call transfer)	#0		
Delay time when send DTMF	400		
Transfer type	Attend Transfer		

☐ Window on top

Save Close

Click softphone tab

**Configure**

General | Connection | **Soft Phone** | H323 | Extern IP Phone

Username: 874 Password: \*\*\*\*\*

Display Name: 874 Auth Name: 874

User Domain: Server Port: 15040

SIP Server: 210.245.121.28 Use Stun: ☐ ON ☒ OFF

Stun Server: Stun Port: 3478

Transport: UDP SRTP: None

**Volume**

Speaker: [Slider] [Kiểm tra]

Microphone: [Slider] ☐ Mute microphone

**Audio and Video**

Speaker: Speakers (Conexant 20585 SmartAudio HD)

Microphone: Internal Microphone (Conexant 20585 Smart...)

Camera: [Dropdown]

Resolution: QCIF Quality: Best [Slider] Worst

[Video Prev] [Option] [Local Vid]

**Call Forward**

Call Forward

Forward call to: [Field] [Enable] [Disable]

☐ Forward call when on phone

**Audio and Video Recording**

Record file directory: [Field] ☐ Audio Stream Callback

[Field]

☐ Use softphone

☒ Auto registration after: 60

☐ Window on top [Save] [Close]

Configure as sample picture

Configure

General | Connection | **Soft Phone** | H323 | Extern IP Phone

Username: 874 Password: \*\*\*\*\*

Display Name: 874 Auth Name: 874

User Domain: Server Port: 5060

SIP Server: 210.245.121.28 Use Stun: ON OFF

Stun Server: Stun Port: 3478

Transport: UDP SRTP: None

Volume

Speaker: Kiểm tra

Microphone: Mute microphone

Enter Server IPPBX: 210.245.121.28 as sample

Enter password as email

Enter user name as sample

Port 5060 as SIP Port default

Call Forward

Forward call to: Enable Disable

Forward call when on phone

Audio and Video Recording

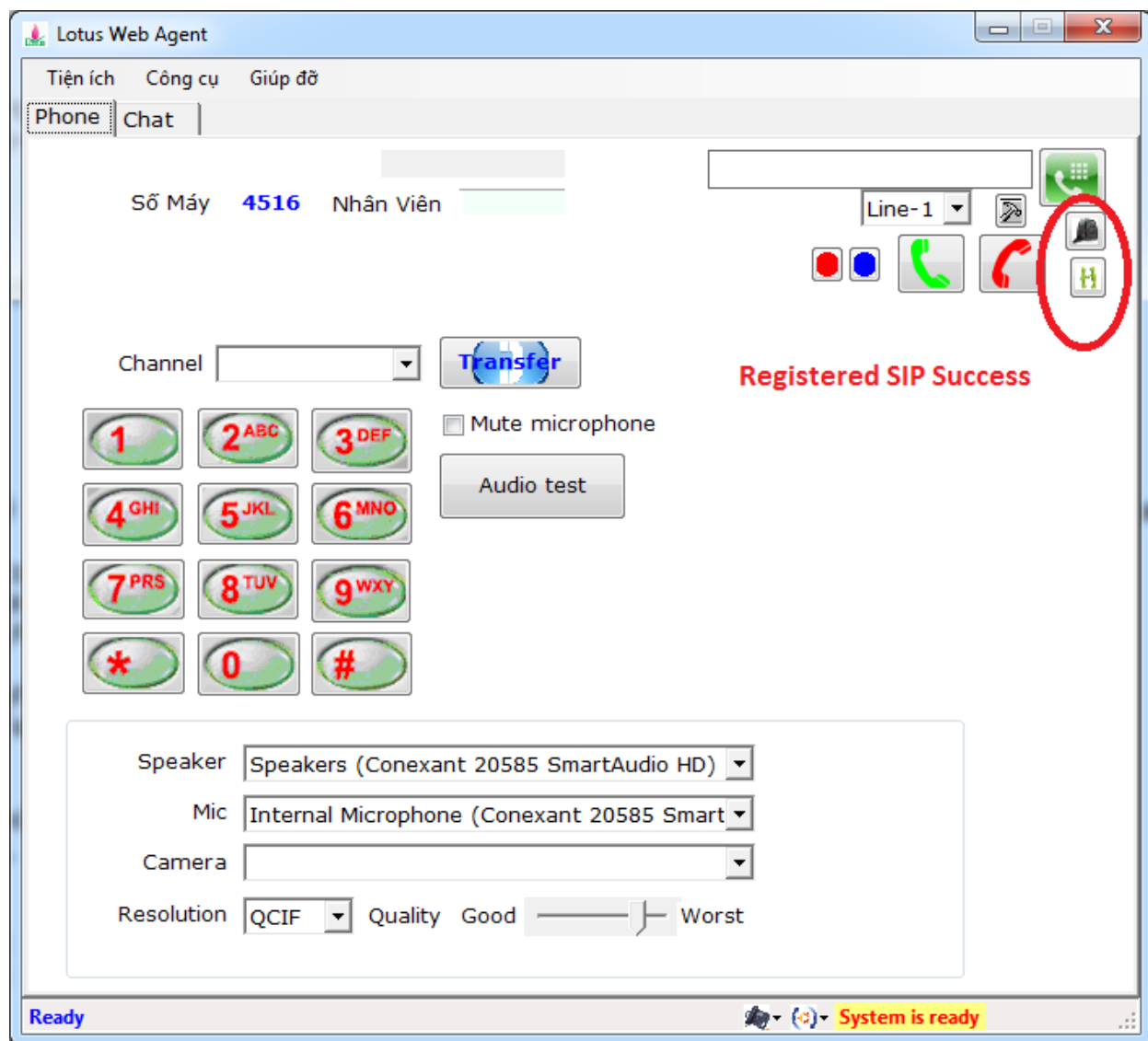
Record file directory: Audio Stream Callback

Check for enable softphone

Use softphone

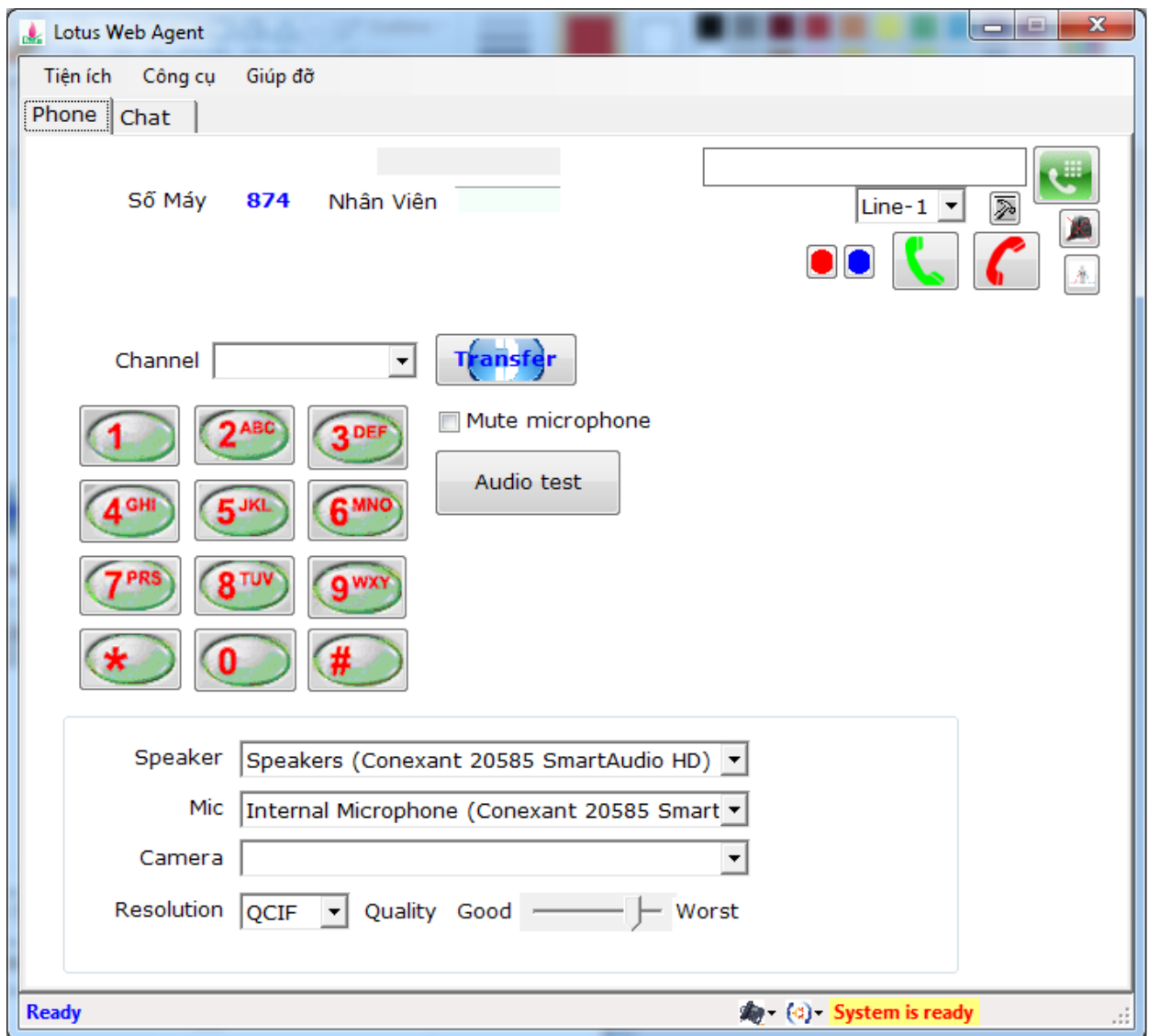
Auto registration after: 60

Window on top Save Close



## 2. Configure OLL integrated with softphone

Run OLL



Click Công cụ, cấu hình softphone

Configure

General | Connection | Soft Phone | H323 | Extern IP Phone

Password access		Dial out prefix	
Data row to loader	5	DID	
Outbound context	DefaultOutgoingRule	PBX signal waiting	,
Local phone length	8	<input type="checkbox"/> Show flash message when have call event	
Region prefix code	08	<input checked="" type="checkbox"/> Chỉ nhận chat khi đang rỗi	
<input checked="" type="checkbox"/> Caller ID already '0' in prefix			
<input checked="" type="checkbox"/> Auto logout when program exit			
<input type="checkbox"/> Event based on softphone			
<input checked="" type="checkbox"/> Auto set agent paused when dial out			
<input checked="" type="checkbox"/> Hiden DTMF key			
Transfer code	#2		
Hangup code (call transfer)	#0		
Delay time when send DTMF	400		
Transfer type	Attend Transfer		

☐ Window on top

Save Close

Click softphone tab

Configure

General | Connection | **Soft Phone** | H323 | Extern IP Phone

Username: 4516 Password: \*\*\*\*\*  
Display Name: 4516 Auth Name: 4516  
User Domain: Server Port: 5060  
SIP Server: 210.245.121.28 Use Stun: ☐ ON ☒ OFF  
Stun Server: Stun Port: 3478  
Transport: UDP SRTP: None

Volume  
Speaker:     
Microphone:   ☐ Mute microphone

Speaker: Speakers (Conexant 20585 SmartAudio HD)  
Microphone: Internal Microphone (Conexant 20585 Smart)  
Camera:   
Resolution: QCIF Quality: Best  Worst

☒ G711 uLaw ☒ G711 aLaw  
☐ iLBC ☒ GSM ☐ G723.1  
☐ G722 ☐ speex ☐ G729  
☐ AMR-wb ☐ speex-wb ☐ G722.1  
☐ H263 ☐ H263-1998 ☒ H264  
☒ AEC ☒ VAD ☒ CNG ☒ AGC

Call Forward  
Forward call to:     
☐ Forward call when on phone

Audio and Video Recording  
Record file directory:  ☐ Audio Stream Callback  
  
☐ Use softphone  
☒ Auto registration after: 60

☐ Window on top

Goto connection tab



Configure

General | Connection | Soft Phone | H323 | Extern IP Phone

☒ Connect to IpPBX call manager

Check

Connect to IpPBX

Server 210.245.121.28

Proxy 210.245.121.28

User admin

Pass \*\*\*\*\*

Port 5038

Enter IPPBX Server

Enter SIP Extension configured at IP Phone

Extension 874

Others

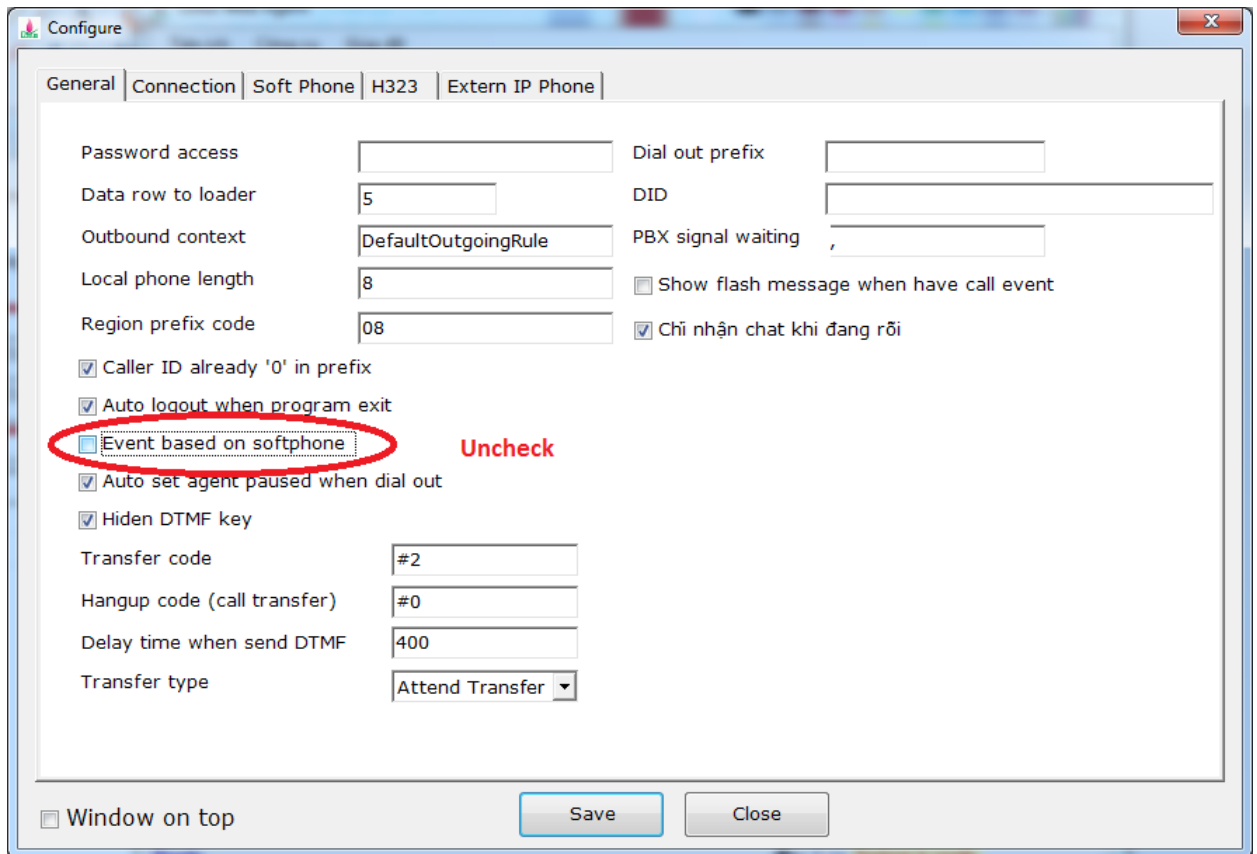
☐ Is Server, Port 5020

☒ Direct connect to call manager

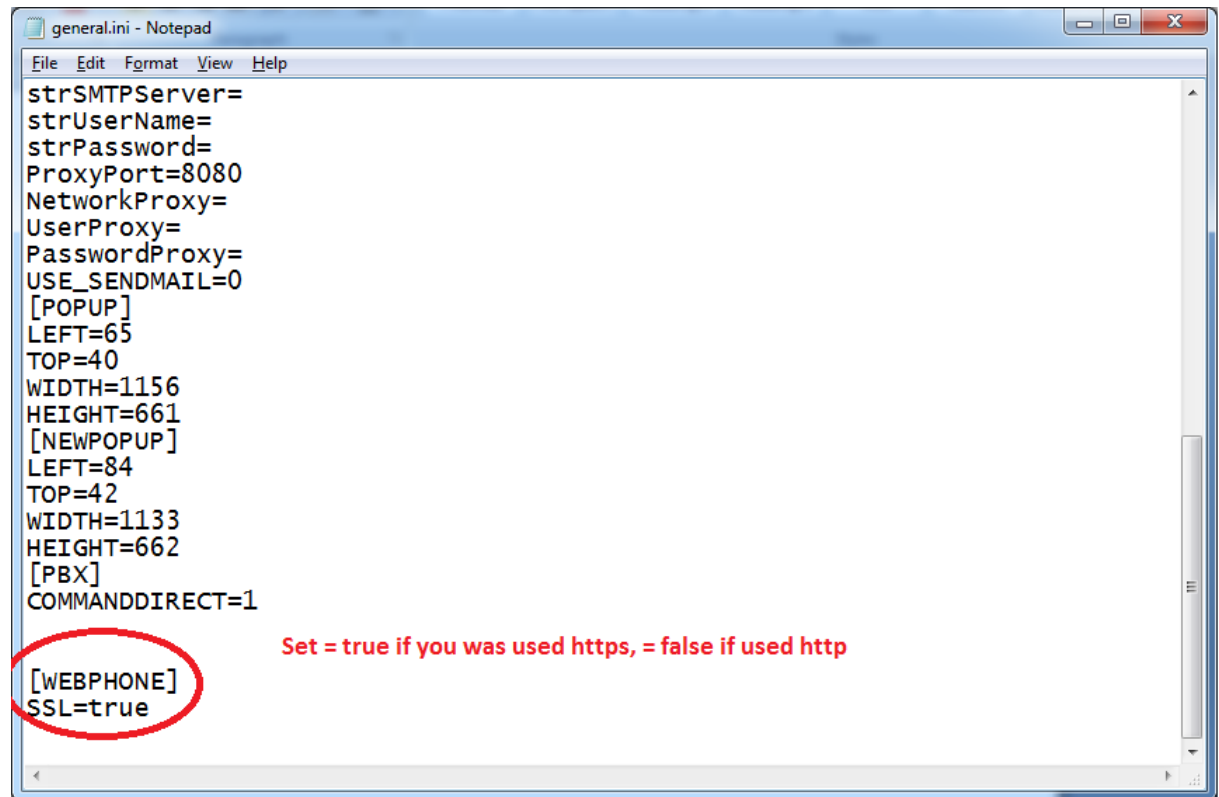
☐ Window on top

Save Close

Goto General tab, uncheck



3. Configure for https connection
  - a. Check general.ini in directory installed



- b. Create ssl secure in local  
Open console

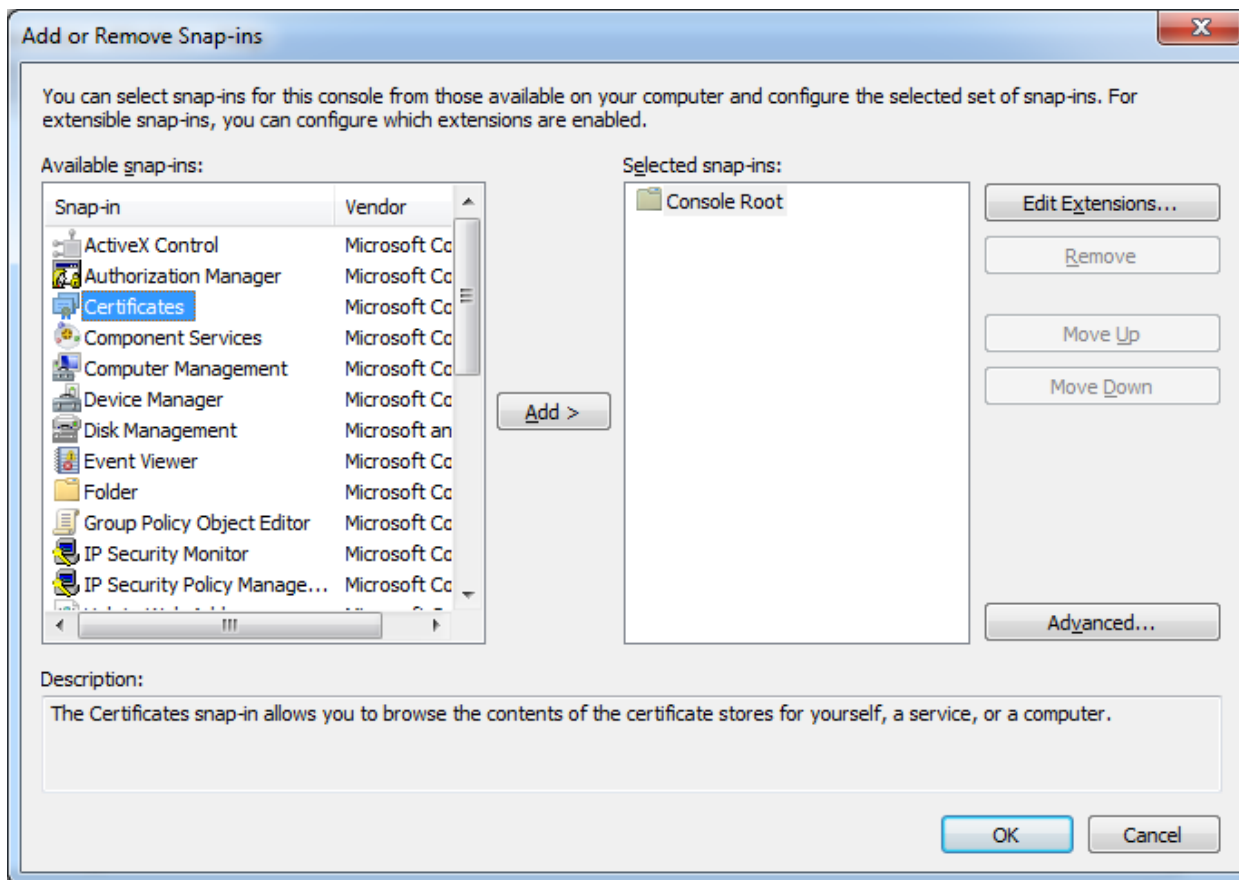
```
makecert -n "CN=Lotus Authority" -cy authority -a sha1 -sv "Lotus_authority.pvk" -r
"Lotus_authority.cer" -sr localmachine -ss ROOT
```

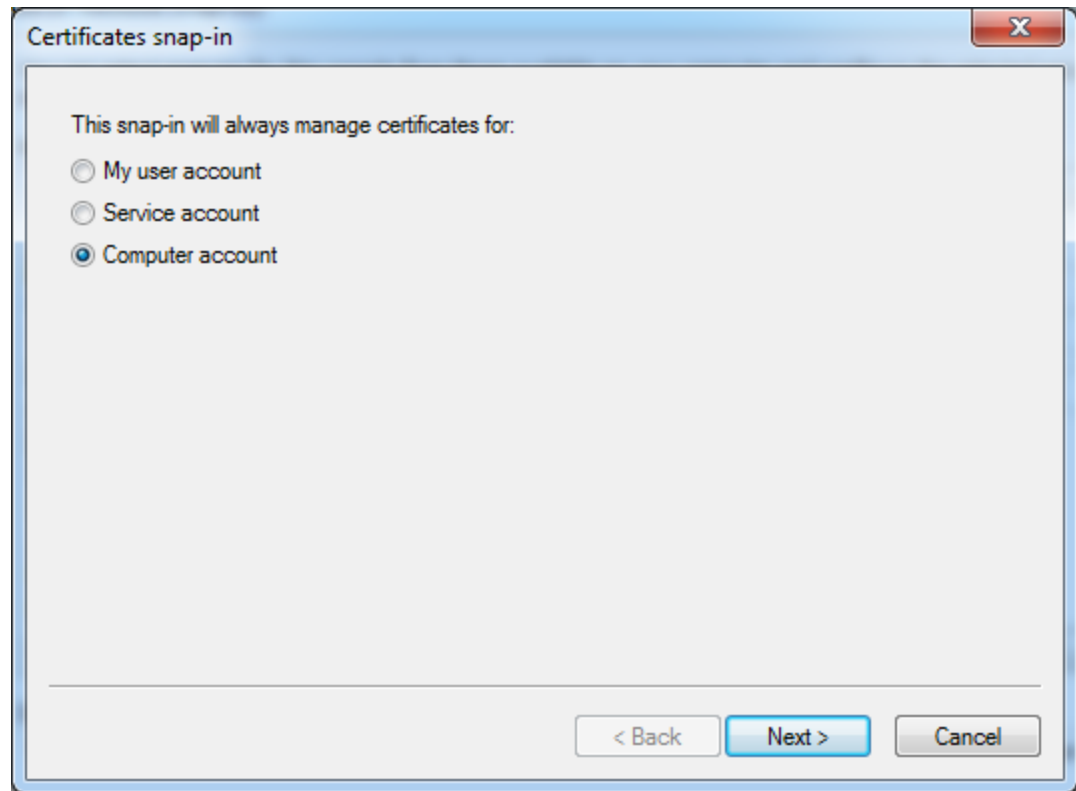
Enter password **lotus@#** when ask

```
makecert -n "CN=localhost" -ic "Lotus_authority.cer" -iv "Lotus_authority.pvk" -a sha1 -
sky exchange -pe -sr localmachine -ss MY "cti_sf.cer"
copy file cti_sf.cer to directory installed
```

using GUI general to gen a GUID look like 9D06D291-3882-4D7B-A6E5-5DD6EEE2486F

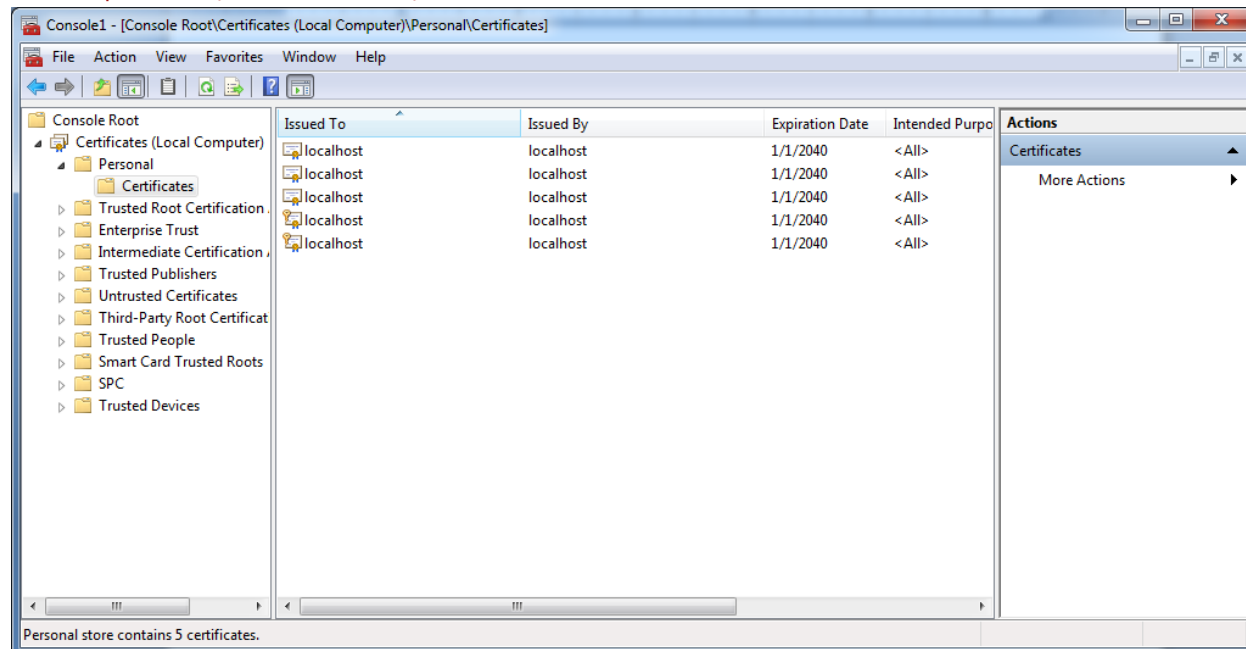
Click start, type mmc in run command, then select file, add-remove snap-in.  
Select certificates



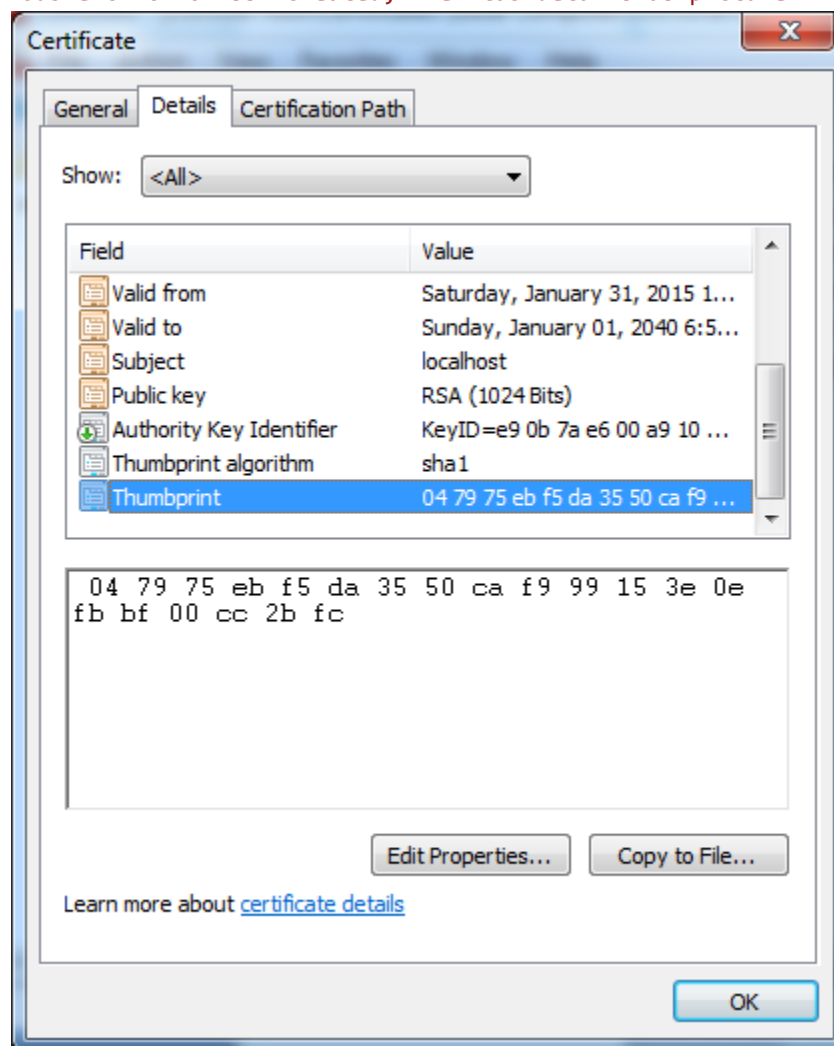


Then, click OK

Select personal, certificates,



Double click on ssl created, view tab details as picture



Copy thumbprint to notepad, and remove specials characters  
41f0c148cd191f174f690b07542acc12a99c9d27 as sample

Change 02 values above to red text as below

```
netsh http add sslcert ipport=0.0.0.0:11000  
certhash=41f0c148cd191f174f690b07542acc12a99c9d27 appid={9D06D291-3882-4D7B-A6E5-5DD6EEE2486F}
```

run command

c. Configure certificate file general.ini

[WEBPHONE]

SSL=true

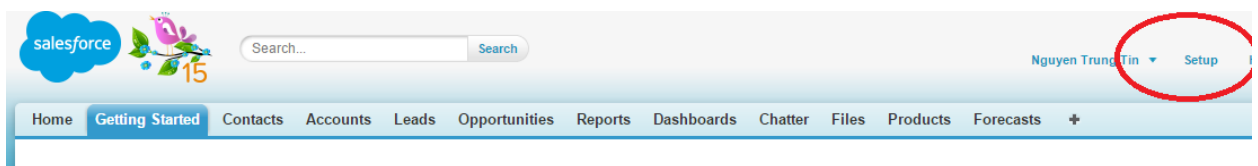
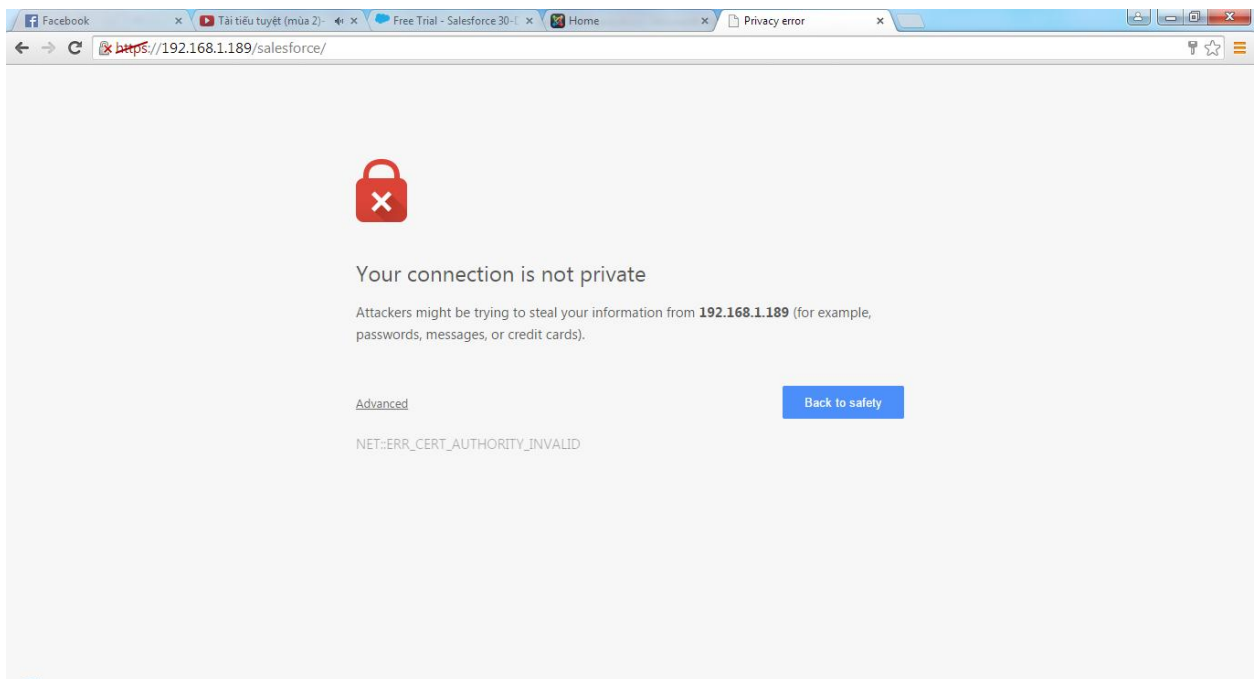
; change password while you create ssl

Password=lotus@#

; change certificate file while created

ServerCertFile=cti\_sf.cer

4. Check



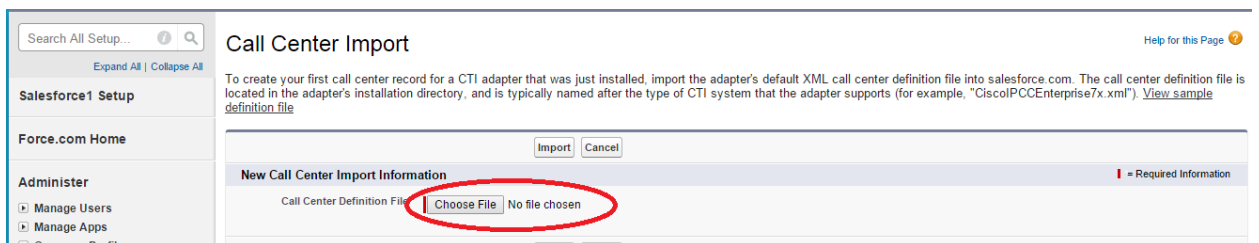
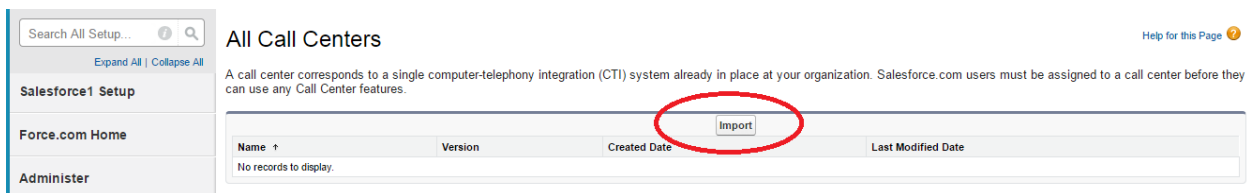
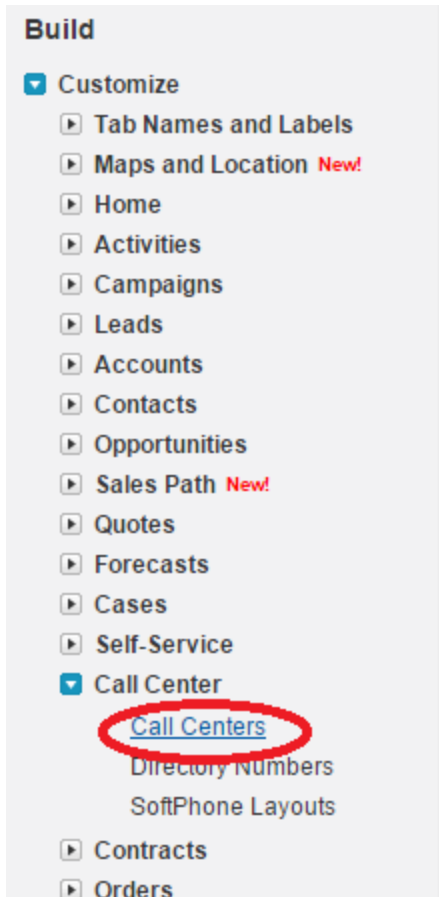
## Administer

- Manage Users
- Manage Apps
- Company Profile
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration
- Email Administration
- Google Apps

## Build

- Customize
- Create
- Develop
  - Schema Builder
  - Canvas App Previewer





Search All Setup...

Expand All | Collapse All

Salesforce1 Setup

Force.com Home

Administer

Manage Users

Manage Apps

Company Profile

Call Center Import

To create your first call center record for a CTI adapter that was just installed, import the adapter's default XML call center definition file into salesforce.com. The call center definition file is located in the adapter's installation directory, and is typically named after the type of CTI system that the adapter supports (for example, "CiscoPCCEnterprise7x.xml"). [View sample definition file](#)

Import

Cancel

New Call Center Import Information

Call Center Definition File

Choose File

LotusCTIAdapter.xml

Required Information

https://ap2.salesforce.com/\_ui/cti/callcenter/CallCenter/d?id=04v28000000GmiT&retURL=%2Fui%2Fsetup%2Fcti%2FCallCenterUploadUi&setupid=CallCenters

salesforce

Search...

Search

Home

Getting Started

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Accounts

Leads

Opportunities

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Dashboards

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Pr

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Salesforce1 Setup

Force.com Home

Administer

Manage Users

Manage Apps

Call Center

Lotus Call Center Adapter

All Call Centers » Lotus Call Center Adapter

Call Center Detail

Edit

Delete

Clone

General Information

Internal Name	LotusCTIAdapter
Display Name	Lotus Call Center Adapter
Description	Lotus Call Center Adapter
CTI Connector Progid	DemoAdapter.DemoAdapter.1
Version	4.0

The following pop-ups were blocked on this page:

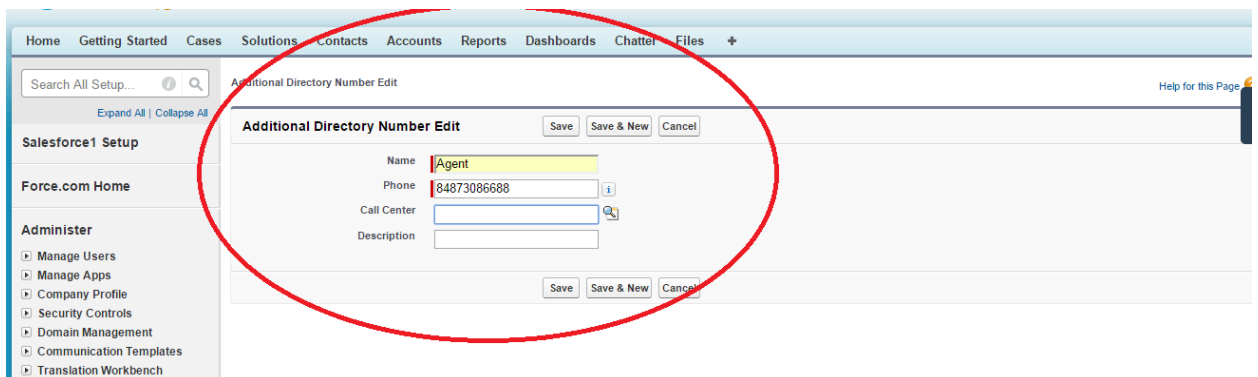
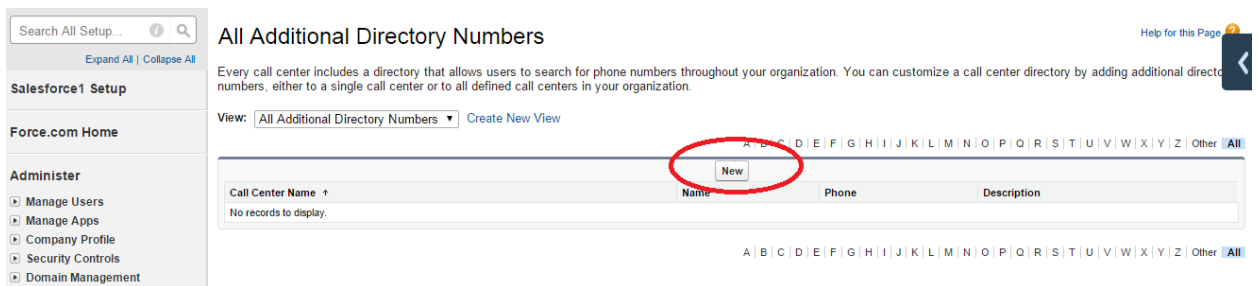
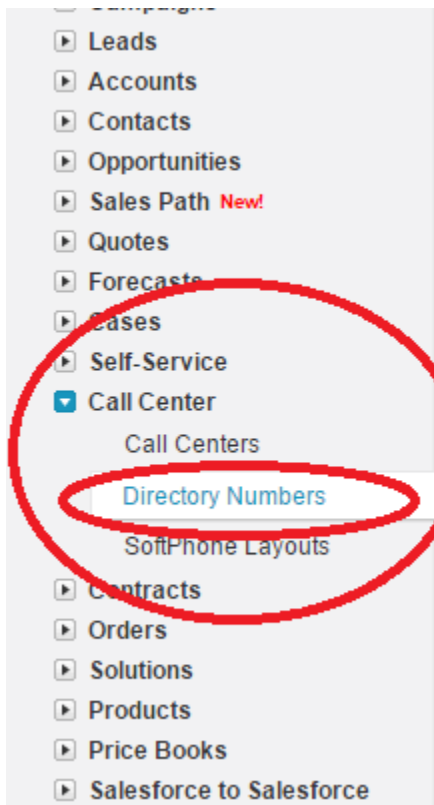
https://ap2.salesforce.com/ui/core/activ...gVAHKg\_I2xibCbmDMDxtDEQjisce60XzzExp8X

Always allow pop-ups from ap2.salesforce.com

Continue blocking pop-ups

Manage pop-up blocking...

Done



Home Getting Started Cases Solutions Contacts Accounts Reports Dashboards Chatter Files +

Search All Setup... Expand All Collapse All

Salesforce1 Setup

Force.com Home

Administer

- Manage Users
- Users**
- Mass Email Users
- Roles
- Permission Sets

### All Users

View: All Users Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

New User Reset Password(s) Add Multiple Users

<input type="checkbox"/>	Action	Alias	Username	Last Login	Role	Active	Profile
<input type="checkbox"/>	Edit	Chatter Expert	chatter.00d28000000hvheac.vrw7e36n2zj@chatter.salesforce.com			✓	Chatter Free User
<input type="checkbox"/>	Edit	Tin.Nguyen.Trung	tin.nguyen@phoenix-asia.net	2/15/2015 7:01 AM		✓	System Administrator

New User Reset Password(s) Add Multiple Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Administer

- Manage Users
- Users
- Mass Email Users
- Roles
- Permission Sets
- Public Groups
- Queues
- Login History
- Training History
- Manage Apps
- Company Profile
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration
- Email Administration
- Google Apps

Build

- Customize

Middle Name

Last Name **Tin**

Suffix

Alias **NTin**

Email **tin.nguyen@phoenix-a**

Username **tin.nguyen@phoenix-a**

Nickname **tin.nguyen1.424011082**

Title **Dev**

Company **Lotus**

Department

Division

User License **Salesforce**

Profile **System Administrator**

Active ☒

Marketing User ☒

Offline User ☐

Sales Anywhere User ☐

Salesforce Classic User ☒

Mobile Configuration

Accessibility Mode ☐

Color-Blind Palette on Charts ☐

Salesforce1 User ☒

Make Setup My Default Landing Page ☐

Force.com Quick Access Menu ☒

Development Mode ☐

Show User State in Development Mode ☐

Allow Forecasting ☒

Checkout Enabled ☒

Call Center **Lotus Call Center Adap**

Phone **84913654857**

Extension

