

1. Install
 - a. Download onephone.online.zip and extract to folder, example: c:\onephone
 - b. Run vcredist_x86-2k10.exe
 - c. Install .NET Framework 4.5 or later
 - d. Goto c:\onephone directory, open file register.bat, the content as below
C:\Windows\System32\regsvr32.exe "c:\onephone\DeviceManagerLib.ocx"
C:\Windows\System32\regsvr32.exe "c:\onephone\PortSIPCoreLib.ocx"
 - e. Find and replace "c:\onephone" with current directory unzipped (ex:
d:\onephone.online)
 - f. After change directory. Content as:
C:\Windows\System32\regsvr32.exe " d:\onephone.online\DeviceManagerLib.ocx"
C:\Windows\System32\regsvr32.exe " d:\onephone.online\LotusAgent.ocx"
C:\Windows\System32\regsvr32.exe " d:\onephone.online\PortSIPCoreLib.ocx"
C:\Windows\System32\regsvr32.exe " d:\onephone.online\LotusH323.ocx"
C:\Windows\System32\regsvr32.exe " d:\onephone.online\IrLinkMedia.ocx"
C:\Windows\System32\regsvr32.exe " d:\onephone.online\ZiPhonePlus.ocx"
 - g. Save register.bat and run with Administrator privileged
2. Configure
 - a. Create a shortcut for onephone.exe application
 - b. Run onephone.
 - c. At the first run, a wizard dialog will show to help
 - d.
3. Application
 - a. As Softphone
 - b. Integrated with IPPhone
 - i. IP Phone support: Yealink, Polycom
4. Contact


Onephone Online Windows Application Configure ()

1. Configure OLL as softphone

Run OLL



At the first run, auto dialog wizard show

 AccountWizard

×


Chọn lựa cách bắt đầu

☒ Đăng ký mới tài khoản

☐ Sử dụng lại tài khoản đã có

☐ Đăng ký SIP thủ công

Tiếp tục

 AccountWizard

×

Phone

Password

Email

Create

Cancel

AccountWizard X

Phone

Password

Email

AccountWizard X

User

Password

SIP Server

Click Công cụ, cấu hình softphone

Configure

General | Soft Phone | Extern IP Phone

Password access		Dial out prefix	
Data row to loader	5	DID	
Outbound context	DefaultOutgoingRule	PBX Signal Waiting	,
<input checked="" type="checkbox"/> Caller ID already '0' in prefix		<input checked="" type="checkbox"/> Show flash message when have call event	
<input checked="" type="checkbox"/> Auto logout when program exit		<input type="checkbox"/> Https interactive	
<input checked="" type="checkbox"/> Hidden DTMF key		Signal Port	4670
Transfer code	#2	Certificate password (apply for https)	lotus@#
Hangup code (call transfer)	#0	Certificate file (apply for https)	E:\projects\Contact Center\applications\OnePhone.onli ...
Delay time when send DTMF	400		
Transfer type	Attend Transfer		
Signalling Server			
Signalling User			
Signalling Password			

☐ Window on top

Save **Close**

Click softphone tab

Configure as sample picture

Configure

General Soft Phone Extern IP Phone

Username: 4511 Password: ****

Display Name: Auth Name: 4519

User Domain: 4511 Server Port: 5060

SIP Server: 118.69.195.209 Use Stun: ☐ ON ☒ OFF

Stun Server: Stun Port: 3478

Transport: UDP SRTP: None

Volume

Speaker: Kiểm tra

Microphone: ☐ Mute microphone

Speaker: Speakers (Conexant 20585 SmartAudio HD)

Microphone: Internal Microphone (Conexant 20585 Smart)

Camera:

Resolution: QCIF Quality: Best Worst

Video Preview Options Local Video

☐ Window on top Save Close

☒ 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: Enable Disable

☐ Forward call when on phone

Audio and Video Recording

Record file directory: .. ☐ Audio Stream Callback

☐ Use softphone

☒ Auto registration after: 60



2. Configure OLL integrated with softphone

Run OLL

Configure

General Soft Phone Extern IP Phone

Password access

Data row to loader 5

Outbound context DefaultOutgoingRule

☒ Caller ID already '0' in prefix

☒ Auto logout when program exit

☒ Hiden DTMF key

Transfer code #2

Hangup code (call transfer) #0

Delay time when send DTMF 400

Transfer type Attend Transfer

Signalling Server

Signalling User

Signalling Password

Dial out prefix

DID

PBX Signal Waiting ,

☒ Show flash message when have call event

☐ Https interactive

Signal Port 4670

Certificate password (apply for https) lotus@#

Certificate file (apply for https) E:\projects\Contact Center\applications\OnePhone.onli ...

☐ Window on top

Save Close

Click Công cụ, cấu hình softphone

Configure

General Soft Phone Extern IP Phone

Password access Dial out prefix

Data row to loader DID

Outbound context PBX Signal Waiting

☒ Caller ID already '0' in prefix ☒ Show flash message when have call event

☒ Auto logout when program exit

☒ Hidden DTMF key ☐ Https interactive

Transfer code Signal Port

Hangup code (call transfer) Certificate password (apply for https)

Delay time when send DTMF

Transfer type Certificate file (apply for https)

Signalling Server ...

Signalling User

Signalling Password

☐ Window on top

Save Close

Click softphone tab

Configure

General Soft Phone Extern IP Phone

Username 4511 Password ****

Display Name Auth Name 4519

User Domain 4511 Server Port 5060

SIP Server 118.69.195.209 Use Stun ☐ ON ☒ OFF

Stun Server Stun Port 3478

Transport: UDP SRTP None

Volume

Speaker

Microphone

Kiểm tra

☐ Mute microphone

Speaker Speakers (Conexant 20585 SmartAudio HD)

Microphone Internal Microphone (Conexant 20585 Smart)

Camera

Resolution QCIF Quality Best Worst

Video Preview Options Local Video

☒ 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:

Enable Disable

☐ Forward call when on phone

Audio and Video Recording

Record file directory .. ☐ Audio Stream Callback

☐ Use softphone

☒ Auto registration after 60

☐ Window on top

Save Close

Goto connection tab

Goto General tab, uncheck

Configure

General | Soft Phone | Extern IP Phone

☐ Enable to used extern ip phone

Information

IP Phone Model 1: Yealink(T20)

IP Addr 192.168.1.111

User admin

Password admin

IPPBX IP Addr 103.249.100.211

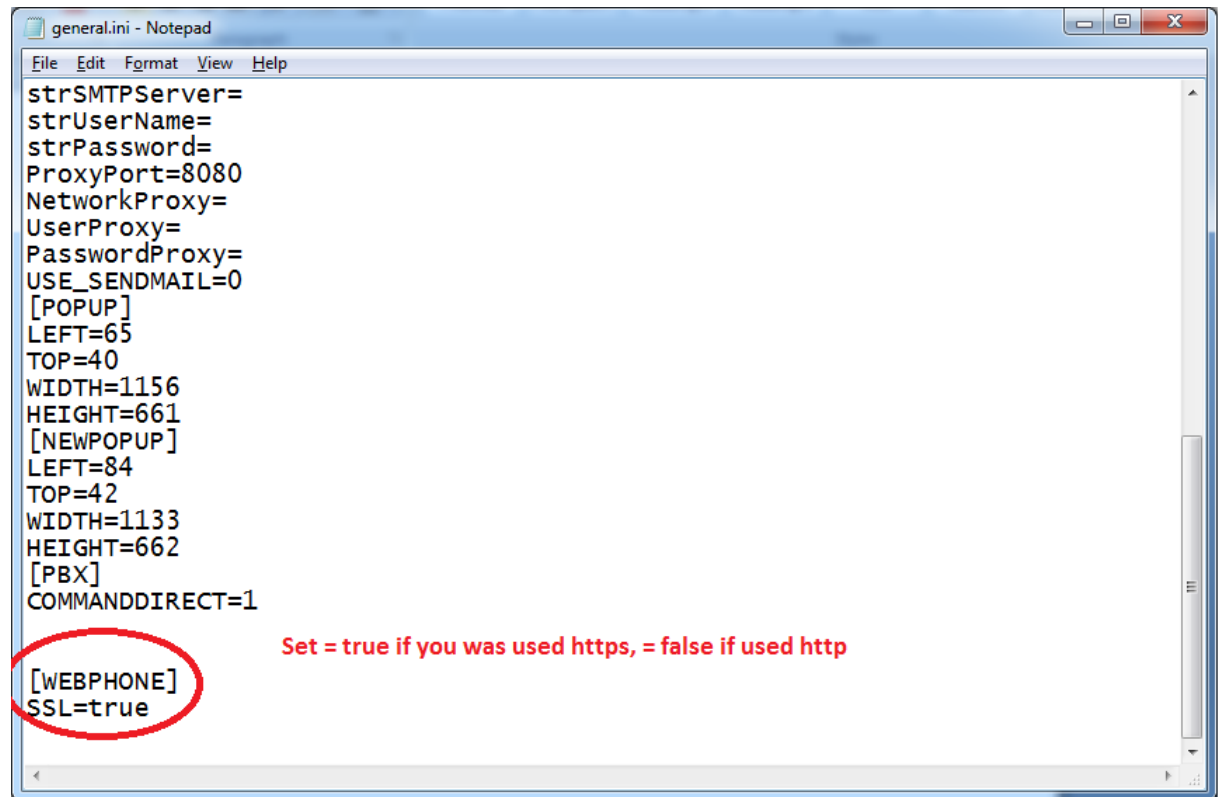
MAC Addr 0004f24217ce

Update Phone Config

☐ Window on top

Save Close

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



- b. Create ssl secure in local
Open console

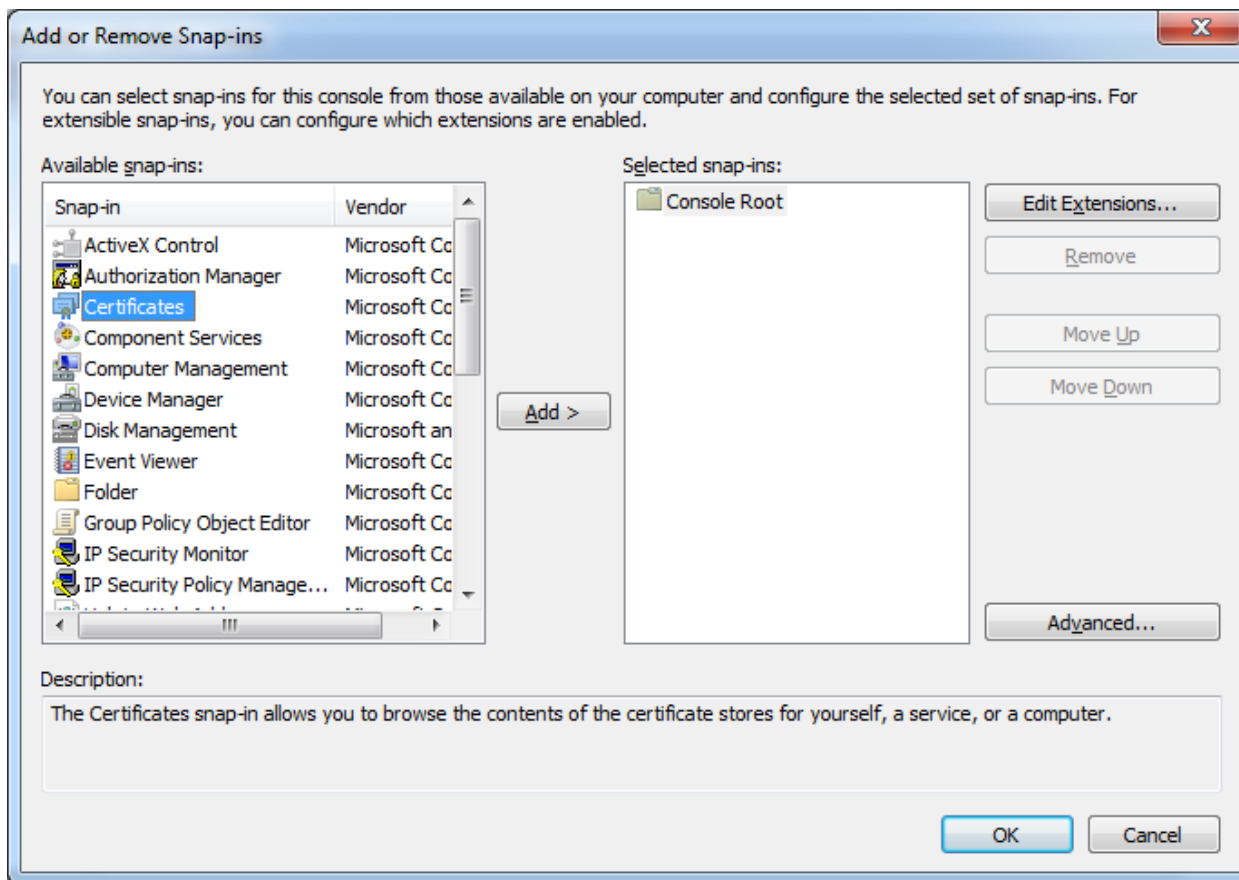
```
makecert -n "CN=Lotus Authority" -cy authority -a sha1 -sv "Lotus_authority.pvk" -r
"Lotus_authority.cer" -sr localmachine -ss ROOT
```

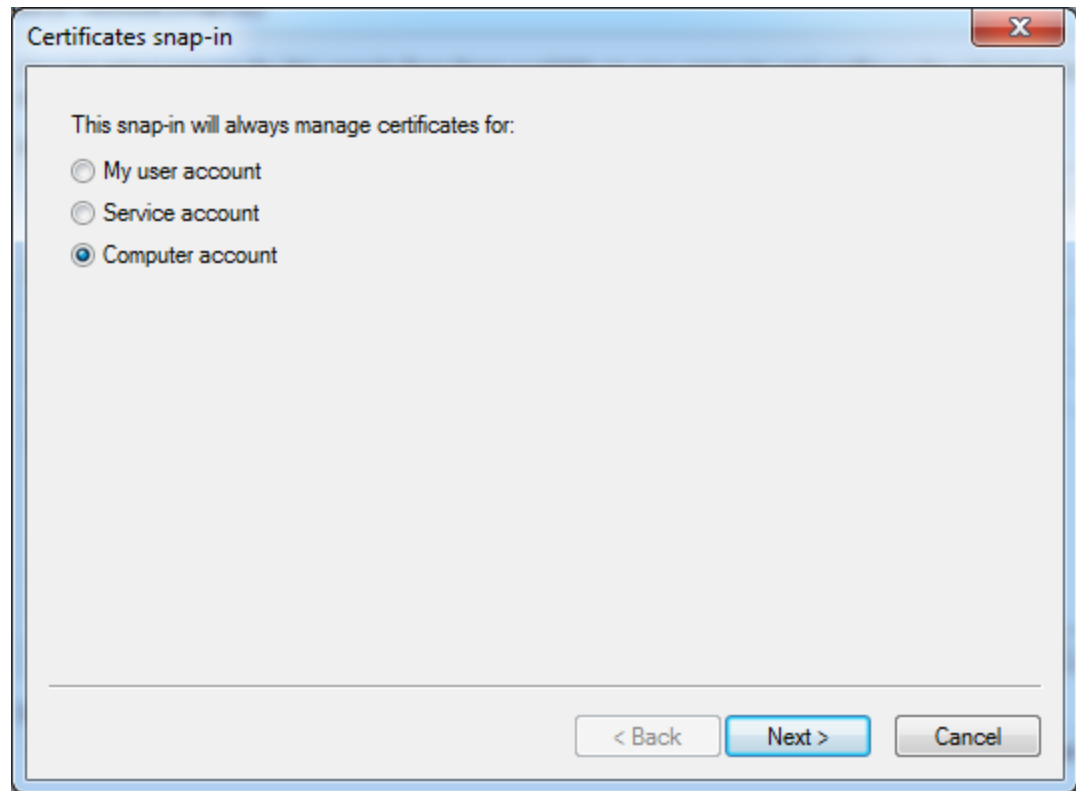
Enter password **lotus@#** when ask

```
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

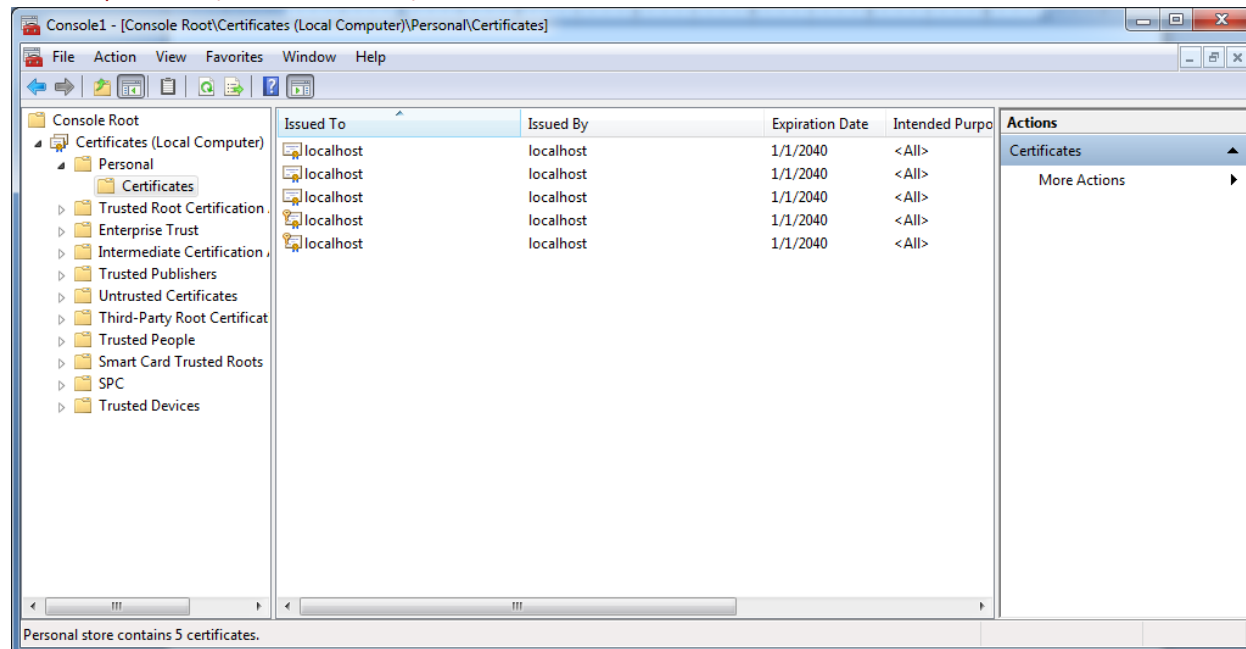
Click start, type mmc in run command, then select file, add-remove snap-in.
Select certificates



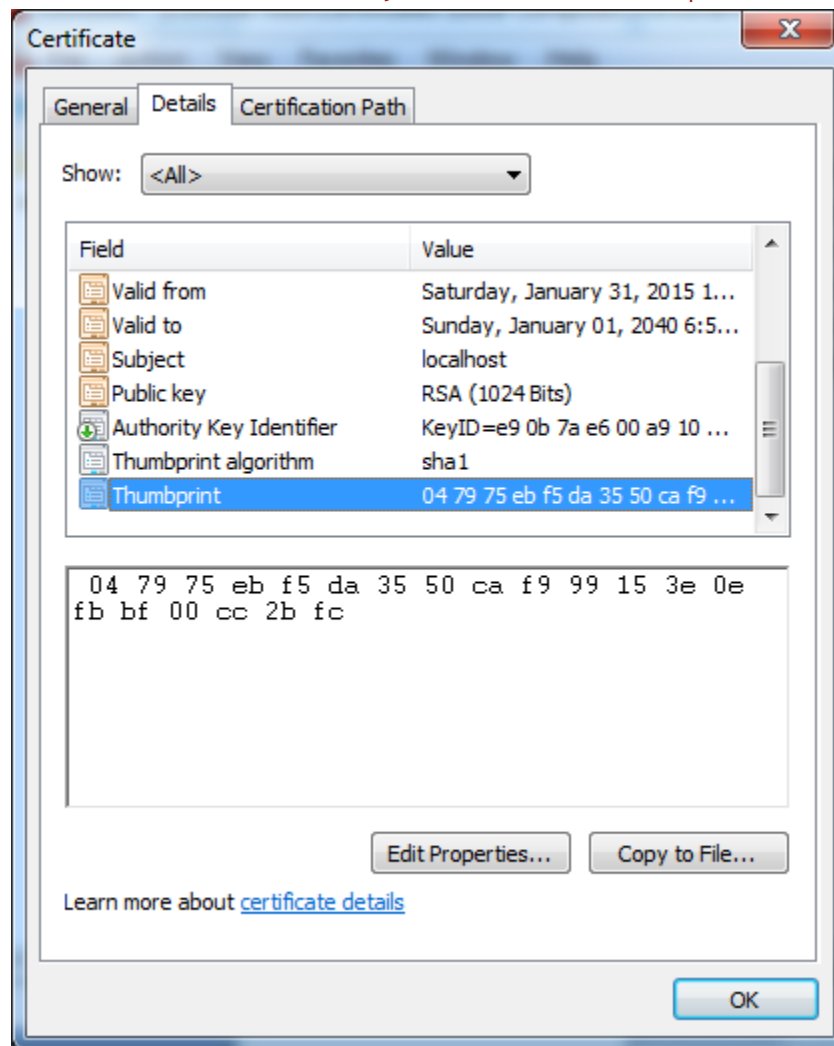


Then, click OK

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

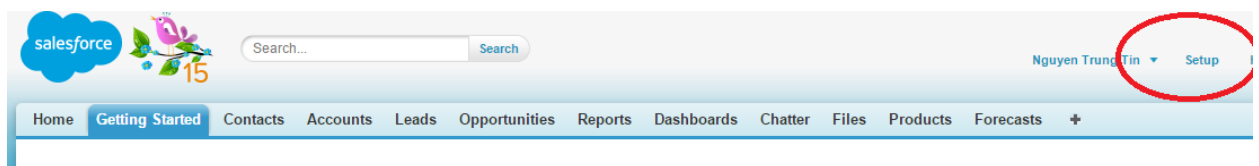
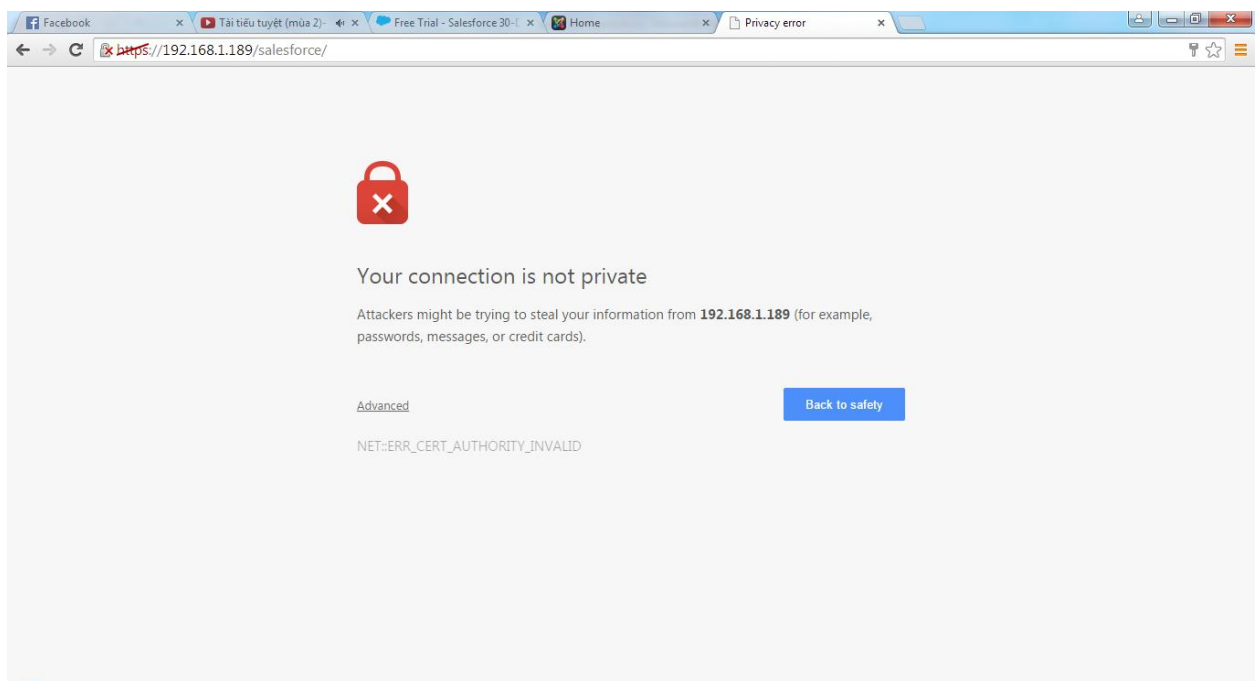
; change password while you create ssl

Password=lotus@#

; change certificate file while created

ServerCertFile=cti_sf.cer

4. Check

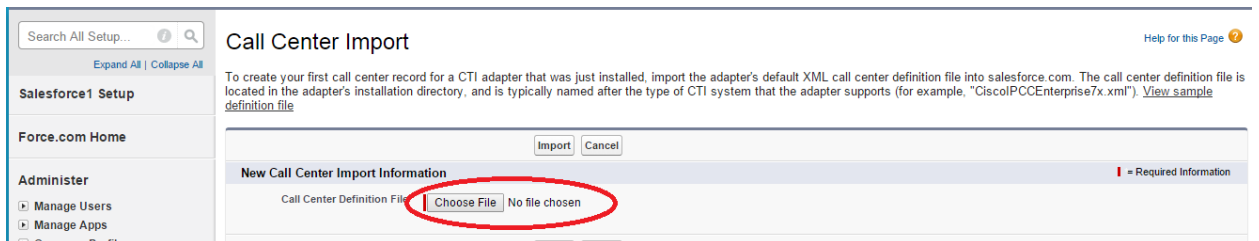
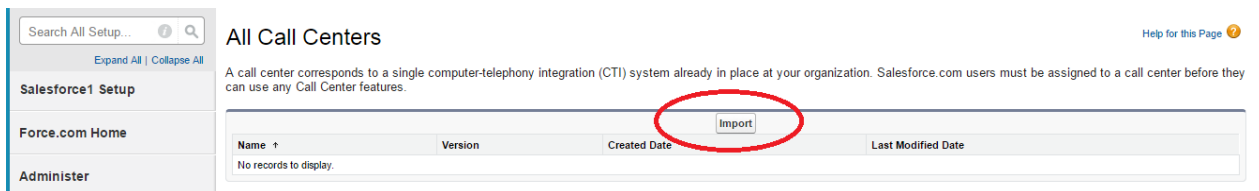
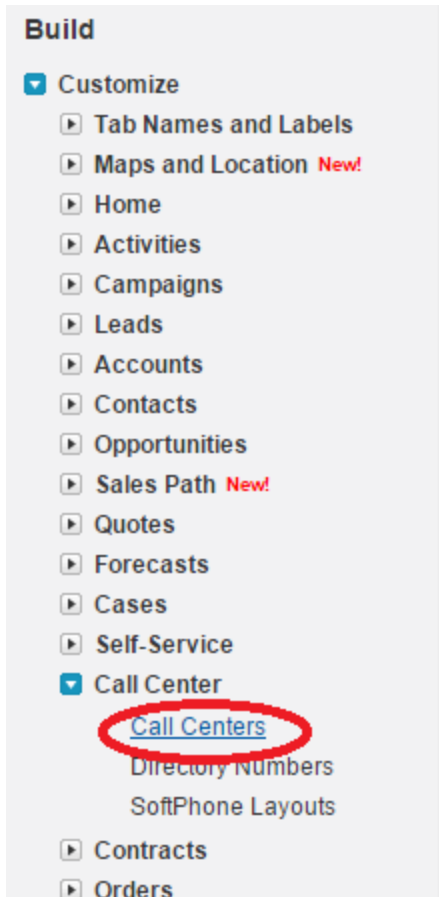




Administer

- 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



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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 ! = Required Information




Call Center Definition File Choose File LotusCTIAdapter.xml



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

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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:

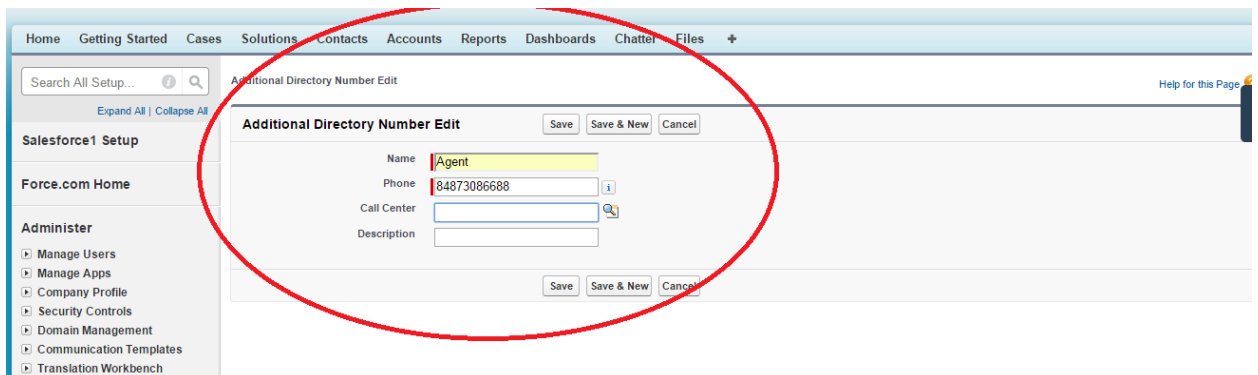
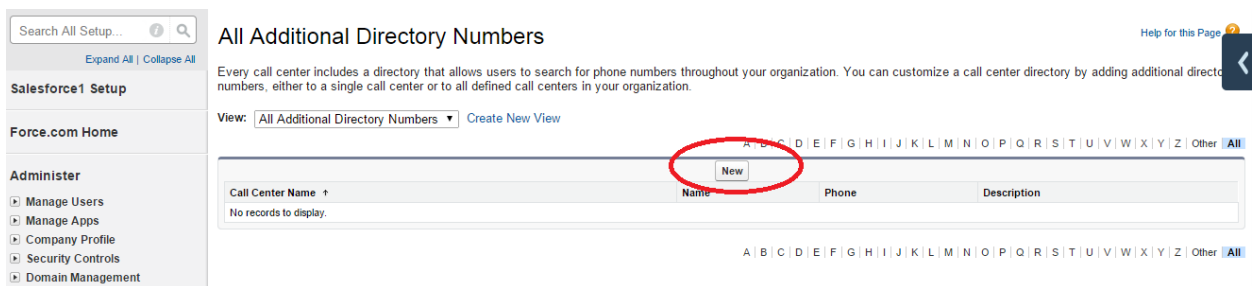
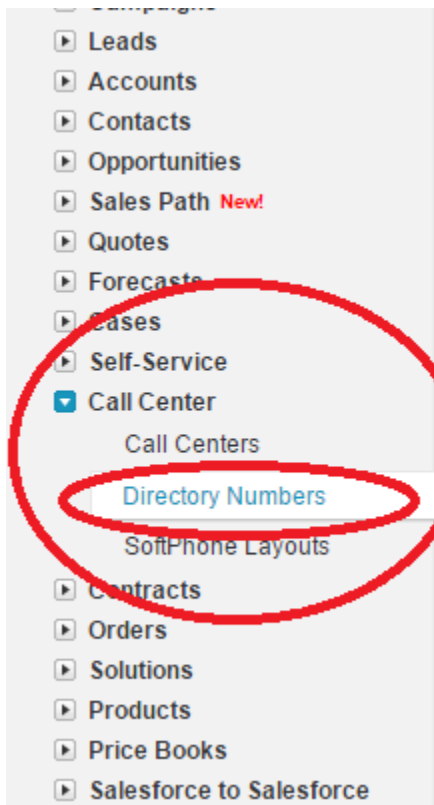
 https://ap2.salesforce.com/ui/core/activ...gVAHKg_I2xibCbmDMDxtDEQjisce60XzzExp8X

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☒ Continue blocking pop-ups

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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

5.