



**Say Hello to a Better Way to Communicate.**

# accessaphone Install Guide for NGTS

Version 1.2.1

This guide last revised by CBTS to Customize to NGTS, August 20, 2013.

Tenacity reserves the right to make changes to this document and to the products described herein without notice. The most current documentation is available on Tenacity's Web site at:

<http://www.accessaphone.com>

© 2006-2012 Tenacity. All rights reserved. No part of this publication may be reproduced without the express prior written consent of Tenacity.

## Contents

Section 1 - TSP Driver Installation / Configuration.....	3
(Customer completes this portion.) .....	3
Section 2 - Install / Configure accessaphone .....	10
(Customer completes this portion.) .....	10
Technical Support – Tenacity Contact Information .....	12

## Section 1 - TSP Driver Installation / Configuration (Customer completes this portion.)

---

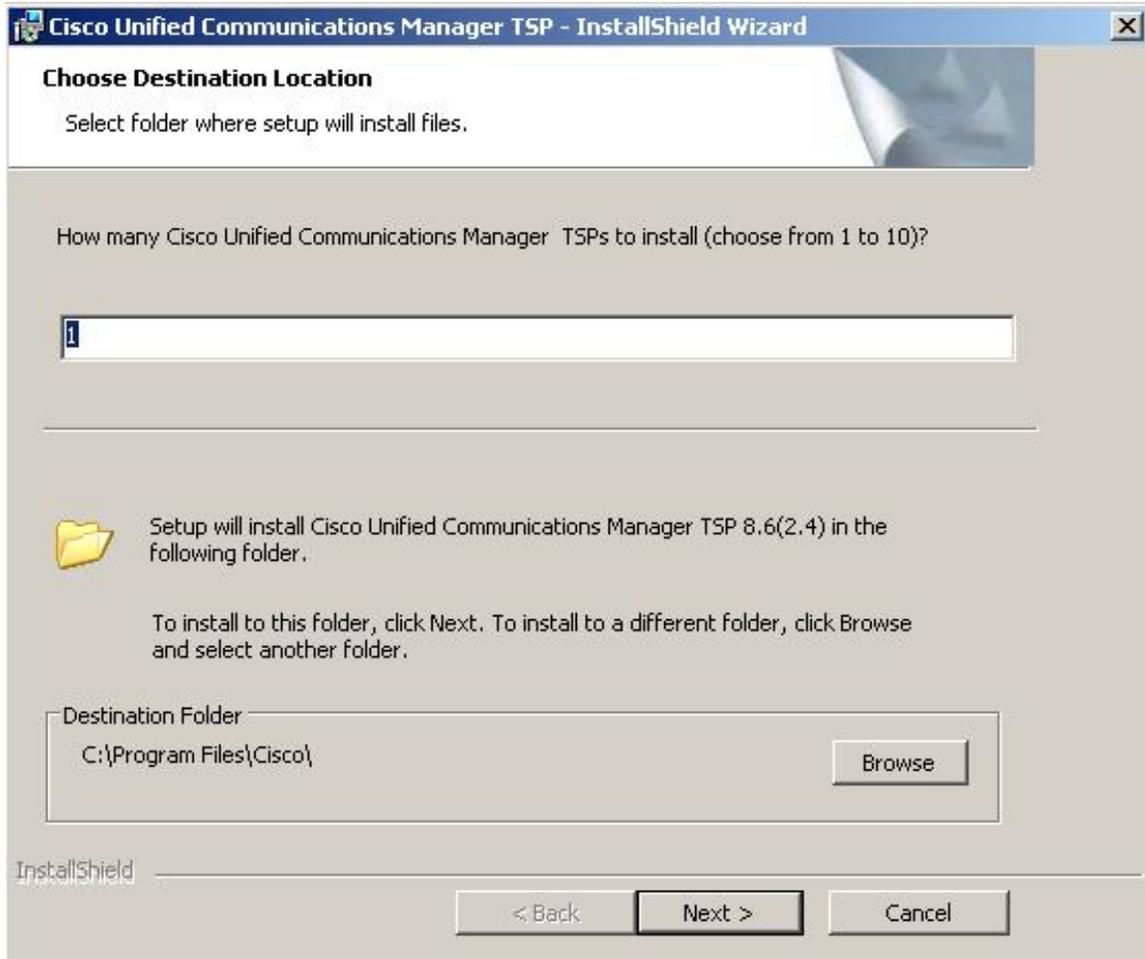
1. Download the TSP install file by going to the link below. If you are running 64 bit OS, please choose the appropriate file.

<http://software.ngtsohio.com:81/AccessaPhone%20Files/>

- a. Use the file 'CiscoTSP' for 32 bit OS
- b. Use the file 'CiscoTSPx64' for 64 bit OS

***Firewall Rule Note: TAPI requires TCP 2748 to the call manager IP addresses of 66.145.65.33 and 66.145.69.33.***

2. Run the executable file you just downloaded. NOTE: You must be Logged In as an administrator for this task. The install wizard will ask how many TSPs it should install. Accept the default of 1.



3. Next input the UserID and Password for the user you setup in CUCM. This is the same user ID you use to log into CCMUSER. The user ID is your 11 digit extension.
4. Also input the CTI Manager 1 IP Address of 66.145.65.33 (in the dropdown, select if you are using IPV4). Then enter the CTI Manager 2 IP Address of 66.145.69.33 and choose IPV4.

In most cases, there is no need to configure additional security.

Configure TSP Instance: CiscoTSP001.tsp

Userid: 1614555121

Password: password

Verify Password: password

CTI Manager 1: 66.145.65.33 (IPv4)

CTI Manager 2: 66.145.69.33 (IPv4)

Configure Security ...

InstallShield

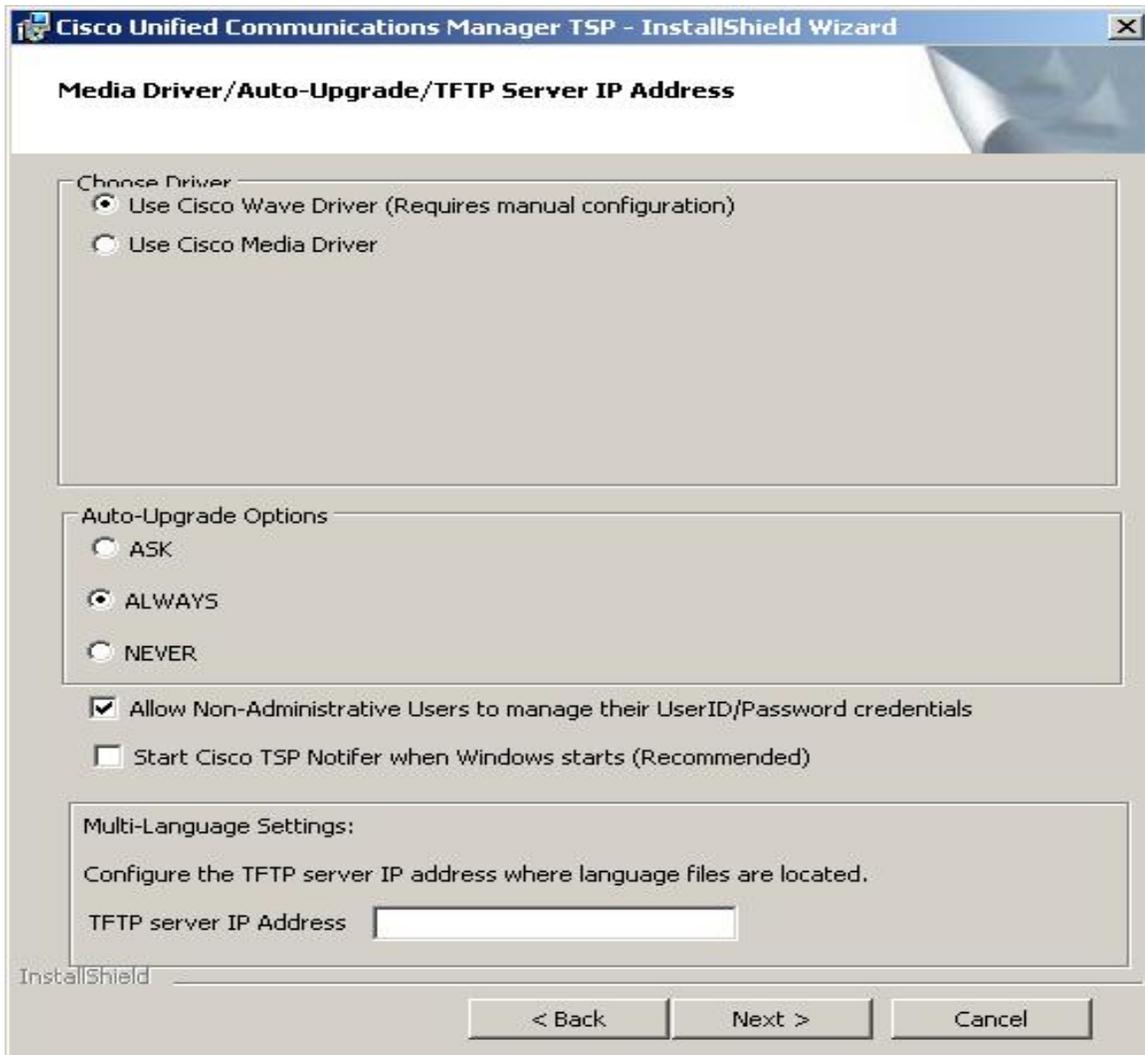
< Back   Next >   Cancel

5. Accept the default Cisco Wave Driver.

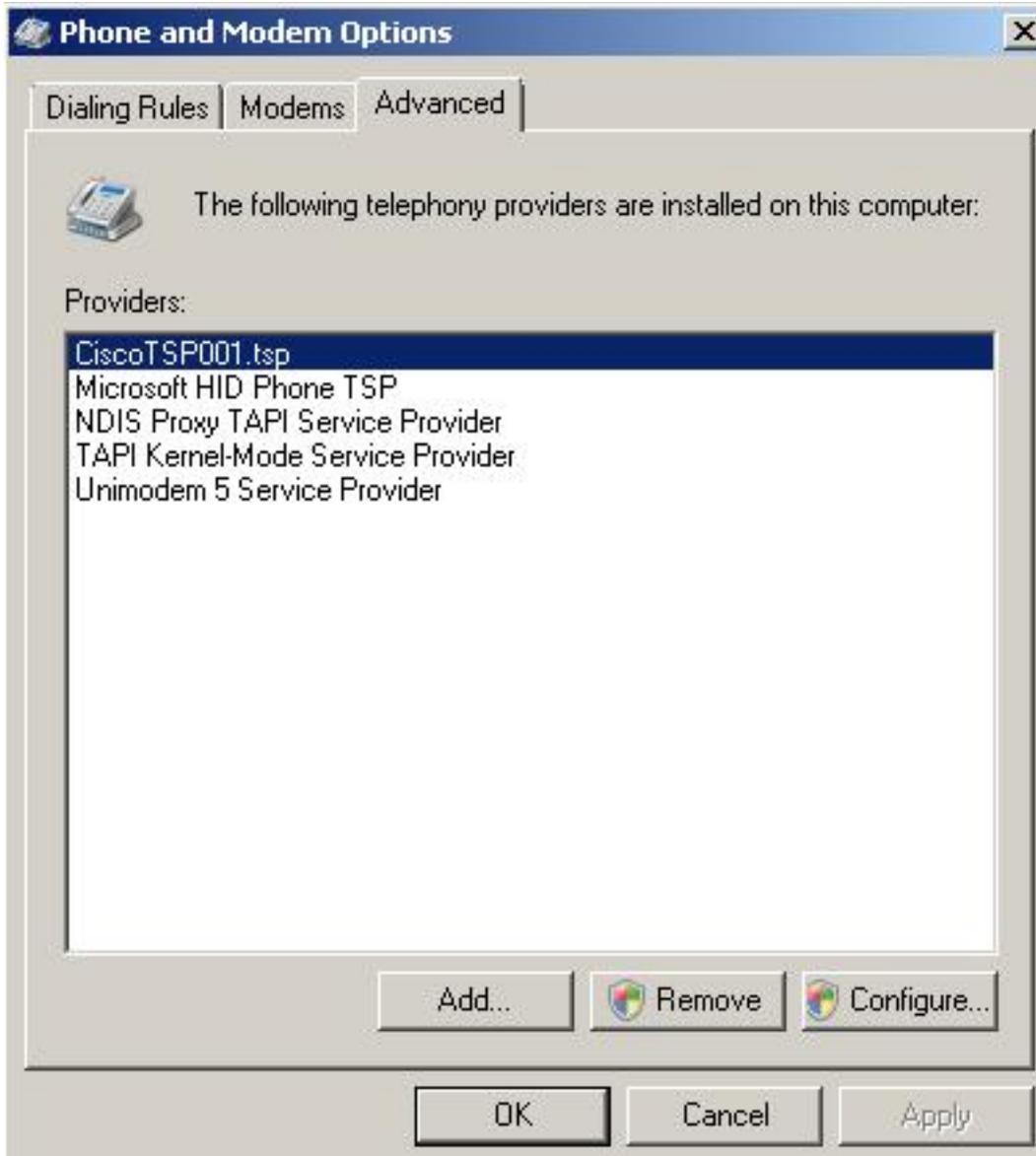
In Auto-Upgrade, it is recommended to choose 'Always'. Setting this will allow the TSP installed on the PC to update automatically when UCM gets updated.

Check the box to Allow Non-Administrative Users to manage their UserID/Password credentials if your security policy allows for this. This way, if your organizations security policy forces them to change their password every 90 days, they can go in and update their TSP credentials as well thus saving valuable desktop support personnel time.

Un-check Start Cisco TSP Notifier and select Next then Finish then restart your computer.



6. If you need to go back in to configure the TSP driver after the install and system restart, you can locate it at Control Panel -> Phone and Modem Options -> Advanced Tab.

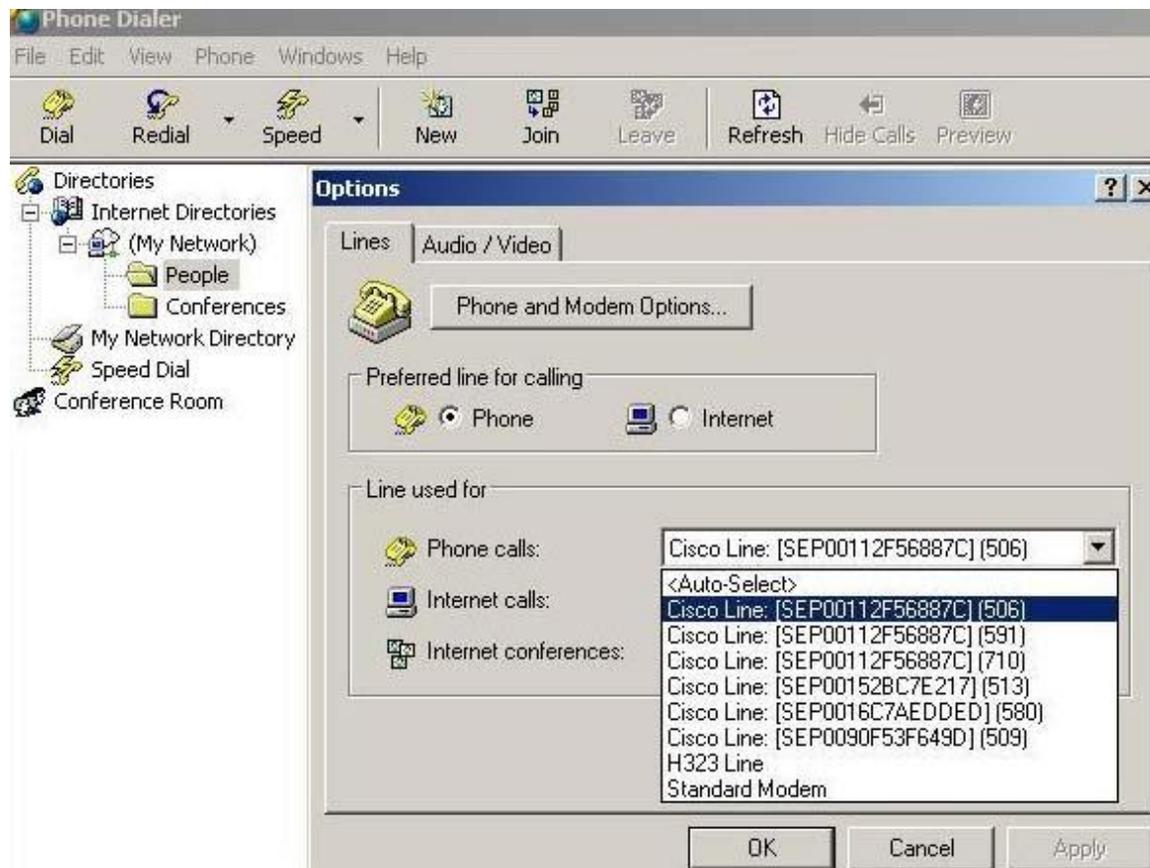


7. Open windows dialer to verify that you have successfully configured UCM and the TSP driver (Start -> Run -> Dialer). Inside dialer select Tools -> Connect Using.

If everything was configured correctly, you should see a Cisco Line in the drop-down.



Dialer in Windows Vista and 7



### Dialer for Windows XP

**NOTE:** When accessing Dialer for Windows XP, it will likely say “Server Unavailable” when you load it. Disregard this message, wait 60 seconds then select Edit -> Options.

8. If you do not see a Cisco Line the following steps can be taken to troubleshoot.
  - a. Check Windows Firewall and/or disable Malware Protection to rule out
  - b. Verify that port 2748 is open between the PC and Cisco UCM
  - c. Restart the computer
  - d. Double check the username and password
  - e. Enter a different IP to another server in the UCM cluster (TFTP server)
9. If the Cisco line shows up in Dialer, install accessaphone.

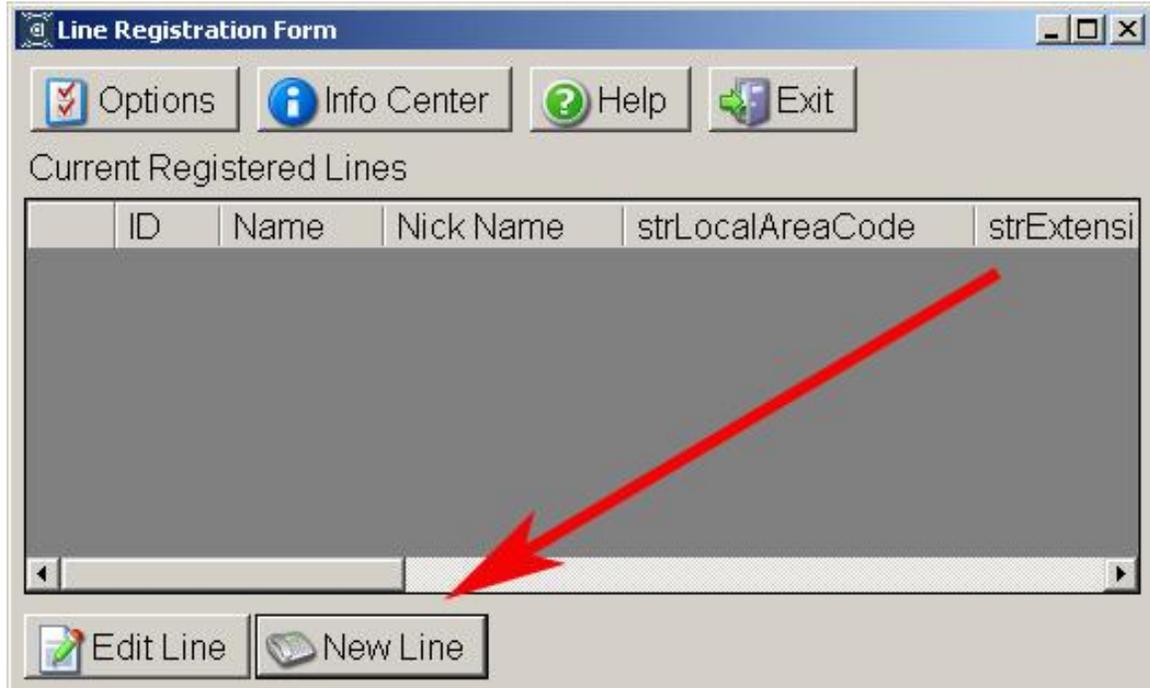
## Section 2 - Install / Configure accessaphone (Customer completes this portion.)

- 1) Download the latest version of accessaphone from <https://dl.dropboxusercontent.com/u/96615044/accessaphoneSetup.exe>
- 2) Once downloaded, run the install. Accept the defaults for the install.
- 3) **IMPORTANT:** Once installed right-click on the accessaphone shortcut on the desktop and choose "Run as Administrator". Do this even if you are logged in as admin.
- 4) When you run accessaphone for the first time, it will ask you to input the license ID and password. Do this to activate the software. If you do not have a license ID and password, select the 'Evaluate' button.



- 5) The next screen that should come up after you 'Evaluate' or 'Activate' accessaphone is the Line Registration Form.

**NOTE:** Exiting this form will cause you to exit the application.



- 6) On the Edit Line form:
- select the correct Cisco Line in the Monitored Line drop down,
  - input a Line nickname (optional),
  - input your local area code,
  - input your extension prefix and extension count,
  - select an external Dial Prefix if your organization uses one and
  - Ensure that the Default Line box is set to 'On'.

The screenshot shows the 'Edit Line Form' window with the following fields and values:

- Monitored Line: Cisco Line: [SEP00235E17E43F] (5001)
- Line Nickname: Dustin's Line
- Voicemail Pilot Extension: (empty)
- Voice Mailbox Password: (empty)
- Local Area Code: 512
- Apply Area Code to Local Numbers: Off
- International Dialing Code: (empty)
- Auto Answer: Off
- Auto Dial Interval: Off
- Extension Prefixes: 5
- Extension Count: 4
- External Dial Prefix: Off
- Default Line: On
- Save Line button

- 7) Save the line and you are done.

**NOTE:** Refer to the **accessaphone User Guide** located in the Info Center (Alt + N) regarding how to use the application.

## Technical Support – Tenacity Contact Information

Email - [support@accessaphone.com](mailto:support@accessaphone.com)  
 Phone - 337.735.9500  
 Hours - M-F 8AM-5PM CT

For driver downloads:  
<http://software.ngtsohio.com:81/AccessaPhone%20Files/>  
 Contact Tenacity's website at:  
<http://www.accessaphone.com>