



OpenWorx OAI Integration

Tracer/Talkument NEC 2000

7/8/2011

Americas Headquarters

OAISYS

7965 South Priest Drive, Suite 105

Tempe, AZ 85284

USA

www.oaisys.com

(480) 496-9040



OVERVIEW

The purpose of this document is to guide a technician on how to configure an OAISYS Recording Solution to record calls via trunks while getting CTI data via NEC OpenWorx.

REQUIREMENTS/PREREQUISITES

- NEC OpenWorx Dongle and appropriate licensing (paperwork with license code).
 - NEC OpenWorx OAI Library CD
- Or
- <ftp://ftp.oaisys.com/pub/downloads/Netserver/NEC/SDK.3.2.4/>

INSTALLATION

SETTING UP OPENWORX OAI LIBRARY

1. Insert OpenWorx OAI Library CD → the setup screen should appear automatically → click Next



- a. If the setup screen doesn't open, run the Setup.exe program directly from the CD.

2. Follow the standard installation dialogue until the Serial Number/Activation Key screen appears.



- a. Enter the serial number and activation key provided from NEC
 - b. If the key dongle has already been installed, skip steps 3 and 4
3. If the key dongle has not been installed, the following dialogue will display.



- a. Attach the parallel or USB dongle to the computer → click OK

4. If the parallel or USB dongle cannot be read, the following dialogue will appear.



- a. If pressing Retry several times does not find the key, proceed to the Troubleshooting section at the end of this document to help solve the problem.
5. Once the installation program successfully matches the serial number with the dongle, the following setup dialogue appears. Select the suggested location:



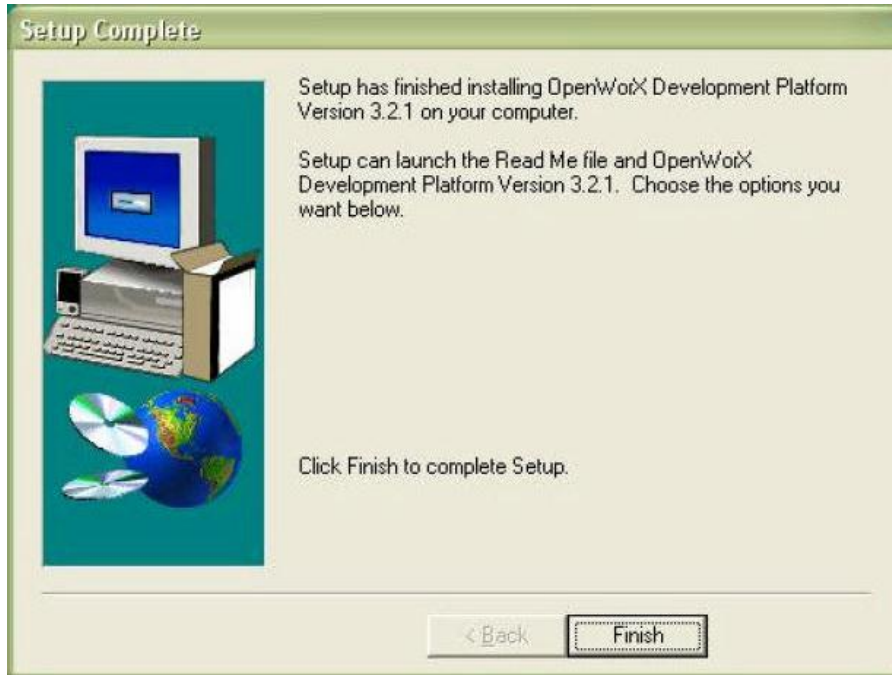
6. Continue the setup using the Typical installation



7. Select a group to store the shortcuts; the suggested folder is the recommended choice.

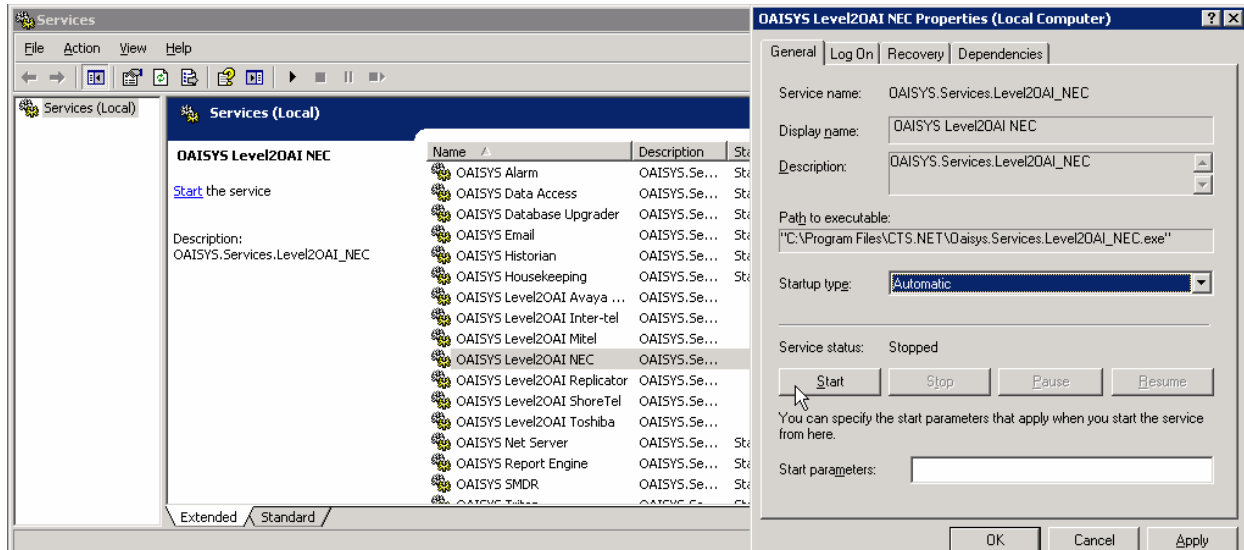


8. The final dialogue shows we are finished with the installation.



CONFIGURATION OF OAISYS

Select the NEC Level2 Service to Automatic Startup → start the process from within Windows Services

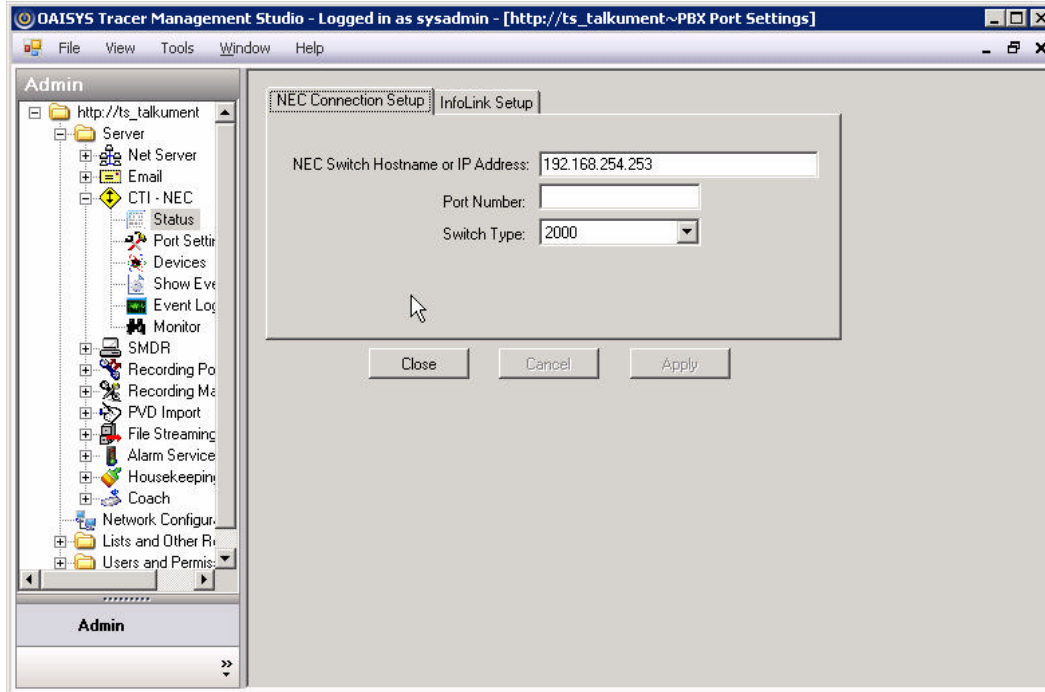


Open OAISYS Management Studio → login as a system administrator



Expand CTI-NEC from the left tree navigation pane → select Status

This will open a screen in the right window → enter the required setup information → click Apply



The Devices option is used to sync the phone devices with OAISYS. This screen will be used to obtain the trunk extension numbers.

The Trunk labeling will include the Route and Trunk number. Use the data below as a guide for how the trunks are labeled in the Recording Ports/Port screen.

Example: R12T100, R12T101 ... R12T123, R13T100, R13T101 ... R13T123.

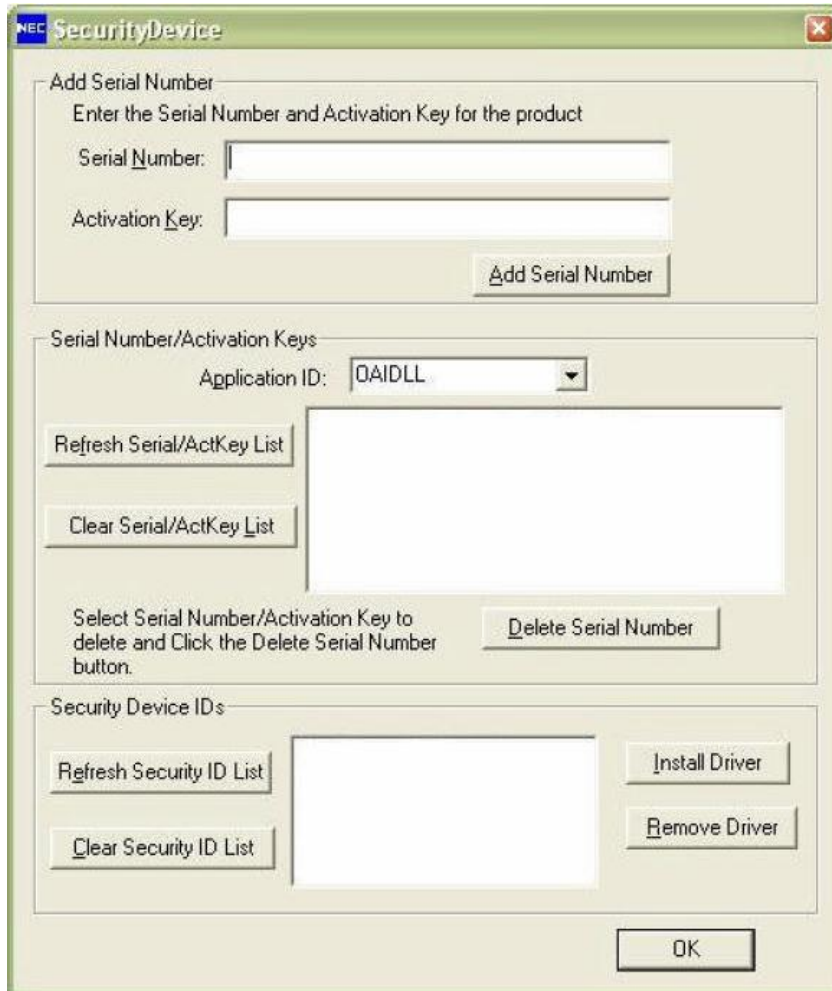
TROUBLESHOOTING GUIDE FOR NEC PROBLEMS

Use the following steps to troubleshoot read key issues.

1. On the OpenWorx CD, use Explorer to locate the program 'SecurityDeviceDlg.exe' → this program is normally in the SecurDev/Bin folder



2. Double-click on the SecurityDeviceDlg.exe program to run it → the following dialogue will appear



3. Click on the Remove Driver button → once complete, the following dialogue box will appear → click OK



4. Click on the Install Driver button; the following will appear



5. As the dialogue box indicates, exit the program and restart it.
 - a. This will display one or more serial numbers in the Security Device IDs list

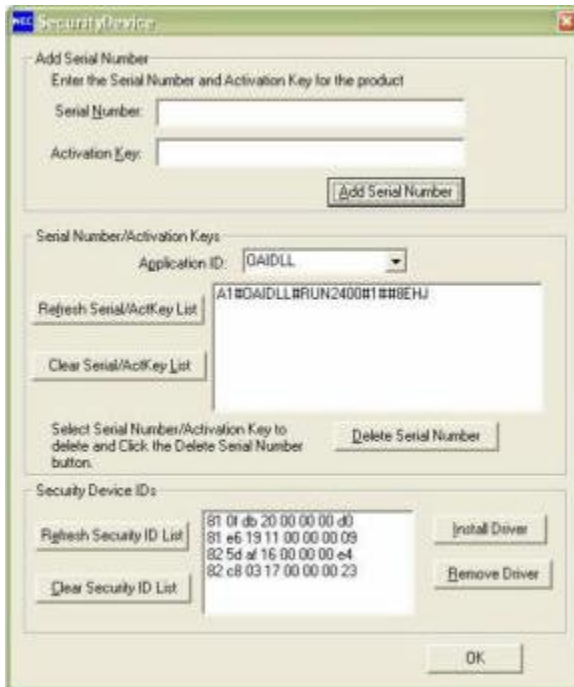


6. Enter the Serial Number and Activation Key from NEC in the top two text boxes
→ click Add Serial Number

A screenshot of a Windows dialog box titled "Security Device". The dialog is divided into several sections. The top section, "Add Serial Number", contains two text input fields: "Serial Number" with the value "A1#0AIDLL#RUN2400#1#8EHL" and "Activation Key" with the value "4z5khs0ob9e". Below these fields is an "Add Serial Number" button. The middle section, "Serial Number/Activation Keys", features a dropdown menu for "Application ID" set to "0AIDLL", a "Refresh Serial/ActKey List" button, a "Clear Serial/ActKey List" button, and a "Delete Serial Number" button. A note below this section reads: "Select Serial Number/Activation Key to delete and Click the Delete Serial Number button". The bottom section, "Security Device IDs", contains a list of four hexadecimal strings: "81 01 db 20 00 00 00 d0", "81 e6 19 11 00 00 00 09", "82 5d af 16 00 00 00 e4", and "82 c8 03 17 00 00 00 23". To the left of this list are "Refresh Security ID List" and "Clear Security ID List" buttons. To the right are "Install Driver" and "Remove Driver" buttons. An "OK" button is located at the bottom center of the dialog.



7. The serial number will appear in the list of active serial numbers.



8. Re-run the OpenWorx installation

If Technical Assistance is required, please call 888-496-9040, Option 4 for Support.