

Setting Up RTI CTI integration

In 95% of Florist installs RTI is responsible for their router and network scheme. In these instances, they try to use a 192.168.1.x subnet. When a PBX is installed on this type of network, it is advised to use the default 192.168.1.249 IP address for the PBX as that is what RTI is expecting and they have left that as a free unique static IP for use in the PBX. RTI will also in most instances have their own server set to 192.168.1.21. In the rare case where they are not using a 192.168.1.x network scheme, they will most likely have the last octet for their server set to .21, and will be expecting the PBX to have a .249 address. If you plan for your install in this way everything will go as smoothly as possible.

If you have any questions about the localnet, please contact RTI M-F from 7am-5pm Central at 1-800-621-8324. Ask for manager services and you will be routed to someone that can answer any questions.

Before completion of the following steps, please ensure that your PBX is on 5.x or later version of IPitomy PBX Software.

Setting the RTI Server Address

Type this into every browser that plans to use this application to set the address of the RTI server and press enter:

`http://<pbx ip address>/ippbx/telFL.php?setServerIP=<RTI IP address>`

Note: <pbx ip address> should be replaced with the LAN IP of the PBX (most likely 192.168.1.249). <RTI IP address> Should be replaced with the LAN IP of your RTI server (most likely 192.168.1.21). If you do not know this, it may be found by going to your RTI icon, and opening. The LAN IP is the IP configured there. If you are unable to discern this information, you can contact RTI at 1-800-621-8324 M-F 7am-5pm Central time. Ask for Managed Services.

There should be a message displayed upon successfully setting the address.

NOTE PBX software must be on 5.x or later.

If RTI says you need to open port 4000, this is not a port forward in the router or the PBX, it is a setting that RTI needs to ensure is set up on their onsite server, which by default is typically configured.

Set Up URLs on Q Manager clients

In the PBX go to PBXSetup ScreenPop URLs

Enter a Name for the URL, then enter the URL below:

`http://<pbx ip address>/ippbx/telFL.php?dt=A&num={0}&name={1}&DNIS={2}&agent={3}&ext={4}`

RTI_Integration

Note: Replace <pbx ip address> with LAN IP of PBX

The fields on the URL match up with what is passed to the RTI system. They are dynamically configured on the client where:

- {0} = CID Number
- {1} = CID Name
- {2} = Dialed Number (for inbound calls)
- {3} = Logged in Agent (your agent in Q Manager)
- {4} = Your Extension number.

Click Add and then Save.

Note: All fields are dynamically configured. You need make no modifications to the URL other than LAN IP.

In the QManager client Select CTI->Screen Pops and then Import URLs. You should also check "http://wiki.ipitomy.comEnable Automatic Popups"http://wiki.ipitomy.com

Select the URL you entered into the PBX.

- Make sure the box next to enabled is checked and press OK at the bottom of the Import dialog.

You should now see that the URL is imported to the client's list of URLs.

- Click, enabled, and click AutoPopInbound.
- Ensure that Use Browser is NOT checked.

NOTE: If you have remote users, you will need to ensure they are able to get in and access QManager from their remote location. The best and most secure option is to have the user come in via a VPN (you will need to add the remote sites LAN IP range to the Call Manager services [port 5048] that is in the [ACL]). If that is not possible, you will need to forward port 5048 from the PBX site router to the LAN IP of the PBX (you will need to add the remote site WAN IP to the Call Manager service [port 5048] that is in the [ACL]).