

# **TeamCall Telephony Access Platform TeamCall LinkTSP**

## **Installation and Configuration**

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ilink Kommunikationssysteme GmbH  
Kurfürstendamm 67  
10707 Berlin, Germany  
[www.ilink.de](http://www.ilink.de)

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# 1

## Introduction

Welcome to ilink TeamCall LinkTSP.

TeamCall is the open Computer Telephony Integration (CTI) environment from ilink. It can be used by software developers to add professional telephony features to their applications, connecting the apps to phone systems from a large list of different vendors.

### LinkTSP

LinkTSP is a TeamCall component that allows TeamCall CSTA Server to connect to phone systems that provide a TSPI API.

To do so, LinkTSP uses the phone system's TAPI driver (TSP) which must be installed on the LinkTSP host.

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## Installation

### LinkTSP Installation

The LinkTSP product package contains an MSI file with the LinkTSP installer:  
`LinkTSP_Installer.msi`.

Double click the MSI file for installation. The installer GUI will lead you through the installation. There are no settings to be made, just click through the installer.

LinkTSP will be installed into the 32-bit program folder of your Windows system:

`C:\Program Files (x86)\ilink\TeamCall LinkTSP` or

`C:\Program Files\ilink\TeamCall LinkTSP` (on 32-bit systems).

### TSP Installation

LinkTSP requires the phone system's TAPI driver (TSP) which must be installed on the LinkTSP host.

If in doubt, please ask your phone system vendor for the TSP installation package.

### Uninstallation

To uninstall LinkTSP, open the Windows Control Panel section *Programs and Features*, right click on the *TeamCall LinkTSP* line, and select the option *Uninstall*.

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## Configuration and Service Start

### TSP Configuration

Depending on the phone system, the TAPI driver (TSP) may need to be configured before it can be used by LinkTSP.

Please consult the TSP documentation or ask your phone system vendor for details.

### LinkTSP Configuration

Before the LinkTSP service can be started, it needs to be configured.

To do so, go to the LinkTSP installation folder and open the configuration file `LINKTSP.INI` with a plain text editor (e.g., Notepad.exe).

This file contains the following lines with two settings:

```
[General]
loginPort=2602
Driver=TMDEMO.TSP
```

#### loginPort

This is the TCP port number of LinkTSP's listening port. Other TeamCall components will connect to this port.

You only need to change this setting if there is another application listening on TCP port 2602 on your system.

#### Driver

This needs to be set to the file name of the phone system's TAPI driver (TAPI Service Provider / TSP) that shall be used by LinkTSP.

You will find this file in the `Windows\System32` folder (assuming the TSP has been installed).

**If this setting is not configured correctly, the LinkTSP service will not start.**

### Service Start

With the installation of LinkTSP, an entry *ilink TeamCall LinkTSP* will be added to the Windows Services list.

You can start (or stop) the LinkTSP service in the Windows Services GUI.