

How to configure caller recognition and screen-pop for:

ByteGear

Contact replication method: None

Screen pop method: ByteGearTelefonie.exe application

Prerequisites

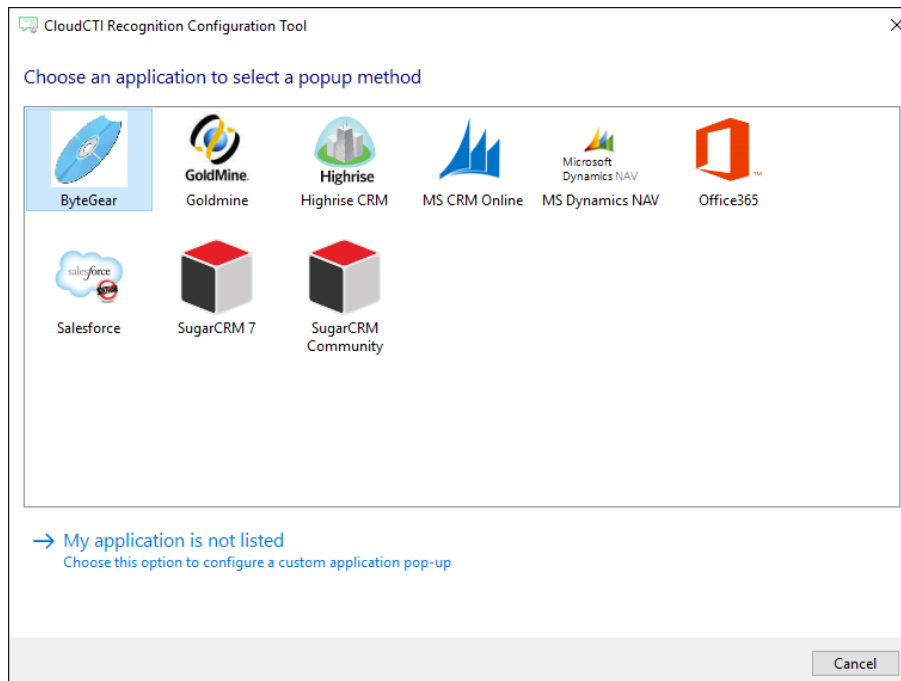
ByteGear has its own user interface for the handling of incoming calls. To connect your telephony to your ByteGear application you only have to make sure the 'ByteGearTelefonie.exe' application is available to all users.

Notes

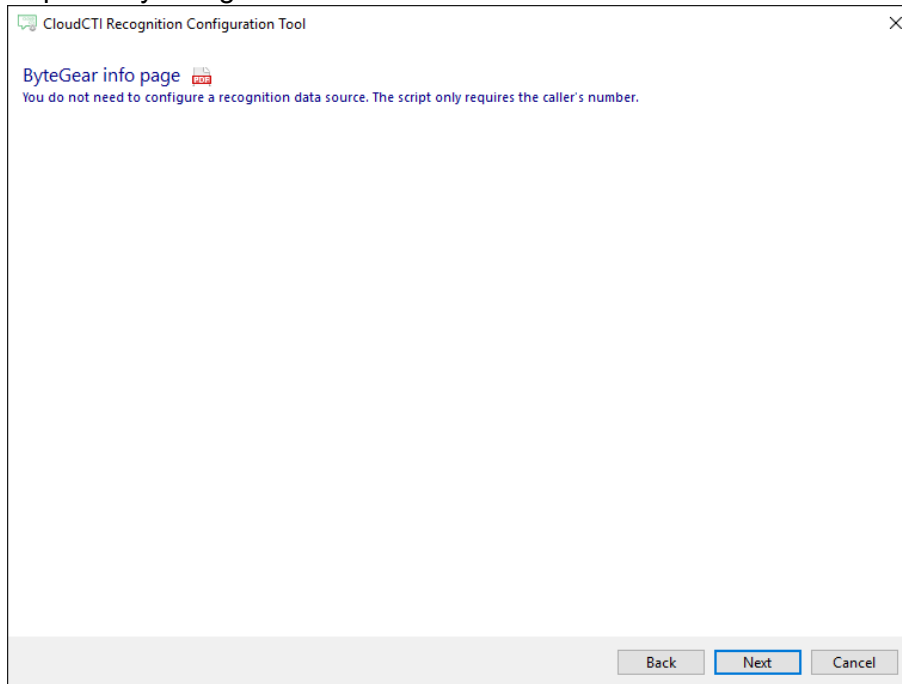
For outbound dialing you can use the 'makecall.exe' application which is installed with your client. Please refer to ByteGear's manual 'ByteGear VOIP koppeling.pdf' for instructions on how to configure the outbound dialing application within ByteGear.

Configuration steps

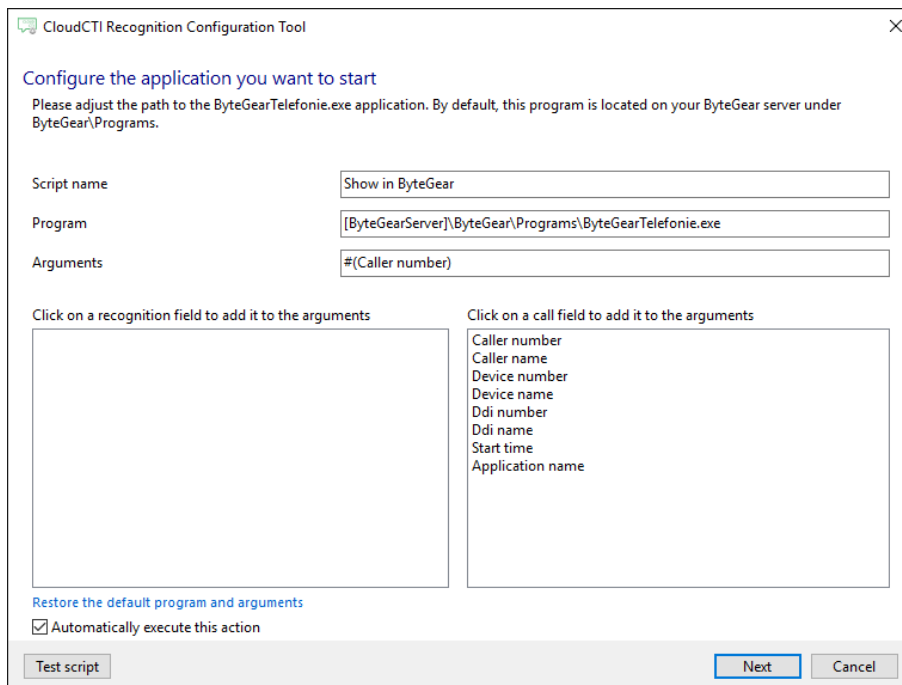
- 1) Start by clicking 'add application' in the [Recognition Configuration Tool](#) (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'ByteGear', as shown below.



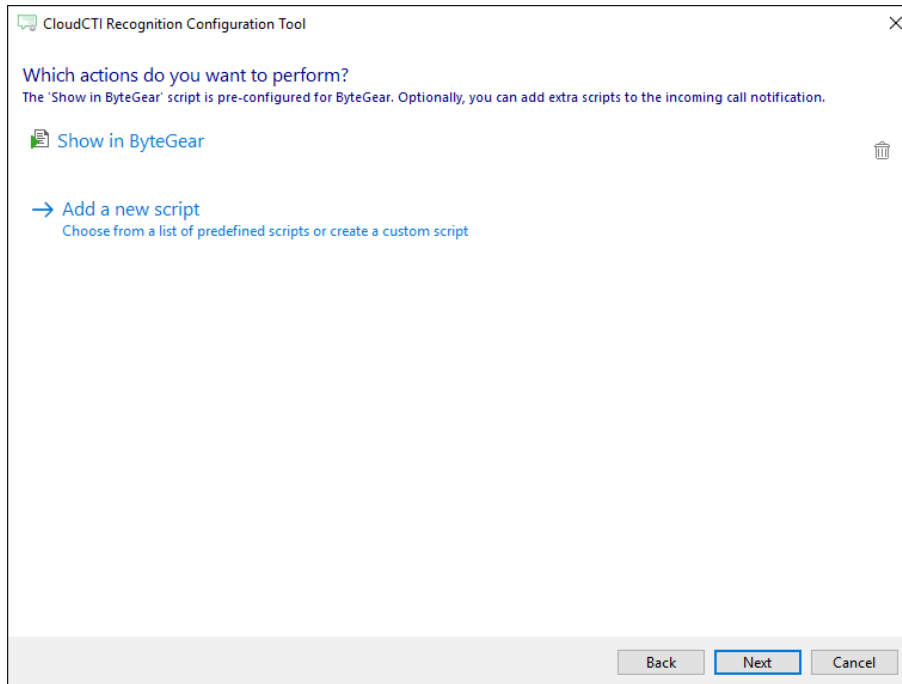
- 2) The ByteGear integration works with only the caller's number and therefore does not require any recognition. Click 'next' to continue.



- 3) On an incoming call the client can automatically launch ByteGearTelefonie.exe with the caller's number as the argument. Please adjust to a valid setting of the path to the executable.



- 4) After you have configured the default 'Show in ByteGear' script you can add more scripts if desired or click 'next' to continue.



- 5) Check the configuration summary and click finish to add the integration with ByteGear.

