Asterisk Desktop Assistant (ADA)
Beta
Administrator's Guide

January 2009

Table of Contents

About ADA

ADA is software that is designed to make dialing and handling phone calls much simpler and faster. This is accomplished by integrating with the software on your computer and making phone numbers easy to dial with a single click. A browser plug-in will automatically find and hyperlink phone numbers. All you have to do is click and your call will be dialed.

ADA works by sending the phone number you wish to dial to your PBX and initiating a call back to your phone. Once your phone rings you pick it up and it will be connected to the number you dialed. For Outlook users, the call pop-ups are tightly integrated with your contacts and will show their picture (if available) and display name. ADA integrates with Outlook, Excel, PowerPoint, Firefox, Thunderbird or any TAPI (Telephony Application Programming Interface) enabled software such as ACT!, Goldmine, etc. The browser plug-in automatically detects phone numbers contained within the application pages and the user can dial a call with just a mouse click.

About This Manual

This document assumes a basic understanding of Asterisk, networking terms, and DNS experience. For more information about Asterisk we suggest reading the O'Reilly book "The Future of Telephony". It is available free online at .asteriskdocs.org.

Notes about ADA Beta

The copy of ADA currently available is a beta release. Traditional Digium telephone support is not available. However, we want to know your feedback as well as any issues or difficulties you may be experiencing while using ADA. Please visit ://forums.digium.com and read and post to the ADA topics.

Preparing Your Network

Most deployment settings for ADA can be configured very easily from the server side. To do this it is important to understand how ADA attempts to connect to your phone system.

Auto Discovery

ADA supports SRV lookups to facilitate easier management and administration. SRV records can be added to the DNS settings for a domain.

User logins can be as simple as "brandon" or as complex as "brandon@pbx.digium.com:5038" where 5038 specifies the port and pbx.digium.com is the host name to connect to.

The following will illustrate the process that ADA uses to determine which server to connect to:

With a domain in the username (recommended)

1. ADA will check to see if the "Server" setting was set by the user, and connect to the server specified.

2. If no server setting is set, ADA will look up the SRV record "_ADA-client._tcp.digium.com". If the record is found, ADA will attempt to connect to the server and port provided.

3. If the lookup fails, ADA will connect to the domain specified in the username field.

4. The server lookup has failed and the user will be notified.

With no domain in the username

1. ADA will check to see if the "Server" setting was set by the user and connect to the server specified.

2. If no server setting is set ADA will look up the SRV record "_ADA-client._tcp.dnssuffix". The DNS suffix is provided to the computer through a DHCP lease. If the record is found, ADA will attempt to connect to the server and port provided.

3. The server lookup has failed and the user will be notified.

Preparing Your Phone System

You will need to provide your users with an account to access the system. Your dial plan needs to be checked and extended to support calls which ADA sends into the [ADA] context.

Asterisk Business Edition

Also applies to: Open Source Asterisk

You will need to modify the users.conf file to create a manager login for each ADA user. Here is an example entry:

```
[johndoe]
        fullname = John Doe
        hasvoicemail = yes
        secret = abc123
        vmsecret = 1234
        hassip = yes
        hasmanager = yes
```

The next step is to make sure the [ADA] context is added to your dial plan. Please refer to the **Configure the [ADA] Context** section for more information. This is an important step! Do not forget it!

Configure the [ADA] Context

The [ADA] context is used to direct and control calls created by ADA. All calls are dropped into this context using the Originate command and the "Local" channel syntax. The username that is chosen is the extension dialed when initiating a call. This is also a great place to hook in to calls before they are started by ADA (i.e. to add SIP headers or set caller ID)

The following should be added to your extensions.conf. The **include** statement should be placed within the context at the point of origination for calls initiated by ADA. The context must include extension logic for dialing the user that started the call. The extension that the call starts on is the same as their manager username.

```
[ADA]
 include => default
```

Installing ADA

The install process is very simple, download the installer from ://dl1.digium.com/ADA1.1/ADAInstall.exe and follow the wizard. The installer will automatically install all of the add-ins for Office, Internet Explorer, and Firefox.

The installer will automatically install the .NET 2.0 framework if it is not already installed. If ADA is to be installed on multiple PCs, it may be more efficient to download and install the redistributable package from the Microsoft website on each machine:

://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en

Once the installation is complete, ADA will start up and ask the user to log in. The username and password should have been configured in the Preparing Your Phone System section of this document.

> **TIP**: To help debug log in issues it may be helpful to log in to the Asterisk console and watch to see that the manager user logs in successfully.

Tips and Tricks

Setting your phone to auto answer

You can set your phone to auto answer originated phone calls by adding a SIPHeader before your phone is called. This is done by using the [ADA] context to hook into the call flow.

```
exten => manageruser, 1, SIPAddHeader("ALERT_INFO=info=alert-autoanswer")
exten => manageruser, 2, Dial(SIP/manageruser)
```

The actual header you want to add may vary depending on your phone type. The example should work with Aastra phones.

For the **GXP-2000** use the following header:

```
 "Call-Info: Answer-after=0"
```

For **Polycom** phones the header is:

"Alert-Info:Ring Answer"

You will may also have to modify "alertInfo" and "RING_ANSWER" in the phone's sip.cfg file:

```
<alertInfo voIpProt.SIP.alertInfo.1.value="Ring Answer"
voIpProt.SIP.alertInfo.1.class="4"/>
```

And:

```
<RING_ANSWER se.rt.4.name="Ring Answer" se.rt.4.type="ring-answer"
se.rt.4.timeout="10" se.rt.4.ringer="2" se.rt.4.callWait="6" se.rt.4.mod="1"/>
```

Please pay attention to your XML syntax to ensure a well formed sip.cfg file!

For the **SPA942** use the following header (replace 192.168.0.2 with the IP address of your Asterisk system):

```
"Call-Info: <sip:192.168.0.2>\;answer-after=0"
```

Accessing the Database

You may be interested in accessing the local database that ADA uses to script changes to the settings. There are two files that settings are stored in, ADA.db and Service.db. They are located in the "%appdata%\Digium\ADA" folder.

The database engine used is SQLite. To explore the database you will need a basic understanding of working with command line tools and SQL. The command line tool sqlite.exe is used to open the database can be downloaded from ://www.sqlite.org/download.html. The easiest way to open the database is to drag and drop the .db file onto the sqlite.exe.

More information on SQLite can be found at www.sqlite.org.

Troubleshooting

If you are having trouble connecting ADA to your server you may have run into one of several issues. Please start by checking that a firewall is not in the way on either the server or client side. Some antivirus software have been known to affect silently stop ADA from connecting to the server.

Sometimes checking the logs can be helpful. There are two log files "ADA.log" and "Service.log" stored in "%appdata%\Digium\ADA".

Log in issues can be debugged by watching the Asterisk console and watching for manager log-in events.

Issues with Microsoft Office support

Applies to: Outlook, Word, Excel, PowerPoint

If the ADA add-in is not loading in Microsoft Office please check that all service packs are installed and the machine has been restarted.

Make sure the add-ins are installed and enabled:

For Office 2007

1. Open Word
2. Click on the application icon at the top left of the program window.
3. Click on "Word Options".
4. Click on the Add-ins.
5. Verify that "ADA (ADASmartTags)" and "ADAOffice" are listed in the Add-ins list.
6. Next to manage select "COM Add-ins" and click Go.
7. Ensure that ADAOffice is checked and click OK.

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January, 2009

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