LUXAFOR TAPI

Application Manual

Product name: Luxafor TAPI
Version: 1.0.0.2
Supported operating systems: Windows 10 and newer
Supported devices:

- Luxafor Flag
- Luxafor Orb
- Luxafor Bluetooth (using USB dongle)

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1. About Luxafor TAPI

Luxafor TAPI is an application that interfaces with the Windows Telephony API (TAPI), allowing Luxafor devices to react to different call states. For example, a device can display a specific colour or pattern when a softphone call is active.

The application works by listening to telephony "Lines" for call state notifications, enabling easy integration and near-immediate response times.

Luxafor TAPI operates locally on the user's computer and does not require an internet connection.

2. System Requirements and Scope

Luxafor TAPI is designed for use in the following environment:

- **Operating system:** Windows 10 or newer
- **Softphone:** Must provide a functional TAPI driver or TAPI integration
- **Hardware:** Supported Luxafor devices only

Important limitations

- Luxafor TAPI relies entirely on third-party TAPI drivers provided by softphone vendors.
- Call detection, line availability, and behavior depend on the correct installation and configuration of the softphone's TAPI driver.
- Luxafor TAPI does not control, modify, or replace softphone functionality.

3. General Prerequisites

Before using Luxafor TAPI, ensure the following:

- The softphone solution in use provides a TAPI driver or built-in TAPI integration.
- The TAPI driver is installed and configured according to the softphone developer's instructions.

Without a functional TAPI driver, Luxafor TAPI will not be able to listen to call state events.

It is recommended to close any other applications that may take control of Luxafor devices, so they are available for use within Luxafor TAPI.

Luxafor TAPI does not depend on:

- An internet connection
- Specific handset hardware
- Cloud services

4. Installation and Application Startup

Luxafor TAPI is provided as a portable application.

Installation

1. Extract the folder from the .zip archive to a suitable location on your computer.
2. Ensure the application files are extracted into their own folder.

When the application is launched, configuration and log files are created in the same directory.

Starting the application

1. Open **LuxaforTAPI.exe**.
2. Wait briefly for the application to initialize.

Once started, the application immediately looks for available TAPI lines, and begins listening for call state events.

If the setup is correct, Luxafor devices will react automatically when entering or leaving calls in the softphone.

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5. 3CX Integration

Luxafor TAPI has been tested with 3CX and is guaranteed to be supported with this softphone.

Enabling TAPI support in 3CX

To use Luxafor TAPI with 3CX:

1. Install the 3CX client application on your computer.
2. Open **Settings** → **Integration** in the 3CX client.
3. Enable the TAPI integration checkbox.
4. Download and install the **3CXTAPIxx.msi** driver using the provided link.

After installation:

- Verify that the integration status shows **"Connected"**
- Restart Luxafor TAPI if it was open during driver installation

For detailed installation instructions, refer to the official 3CX documentation: https://www.3cx.com/docs/installing-multi-line-tapi/

6. Troubleshooting

No "Monitored TAPI Lines" are visible

Possible causes:

- The TAPI driver is not installed correctly
- The driver is misconfigured or non-functional

Resolution:

- Verify the TAPI driver installation and configuration
- Restart Luxafor TAPI after installing or modifying a TAPI driver

A TAPI line does not appear

Possible causes:

- The softphone TAPI driver is misconfigured within the softphone client

Resolution:

- Correct the softphone configuration
- Restart Luxafor TAPI after resolving the issue

Luxafor device is not detected

Notes:

- Only Luxafor Flag, Luxafor Orb, and Luxafor Bluetooth (with USB dongle) are supported.
- Supported devices are automatically added once detected.

Possible causes:

- The device is being used by another application

Resolution:

- Close any application that may be controlling the device
- Reconnect the device and restart Luxafor TAPI if necessary

7. Support

For questions, issues, or feedback related to Luxafor TAPI, contact:
support@luxafor.com