




ACT Integration

Make sure you exit ACT before doing this


Automatic Screen Popping:

This will setup the ACT to automatically screen pop on a ringing or answered call

Right click the  icon and select Settings the Application Settings, you will the need to:


1. Select the Application Support tab.
2. Click the Add button
3. The choose screen pop
4. From the Application drop down box select Sage by Act
5. You will then need to select how the screen pop will activate
 - a. Call Direction – This will determine whether an Inbound only, Outbound Only or both Inbound and Outbound calls will screen pop. Generally Inbound is the best selection
 - b. Call Type – This will determine whether External, Internal or both External and Internal calls will screen pop. Generally External is the best selection
 - c. Call ringing – This will mean that the screen pop will activate whilst the users phone is ringing
 - d. Call answered - This will mean that the screen pop will activate once the user answers the call
6. ACT Settings - select the ACT version from the drop down box
7. ACT Fields – select what fields will be searched for the screen pop to activate or select leave the default all fields selected
8. Click Initialise Act – this should return an OK message, click Ok
9. Once completed click Save
10. Then click Save again

Manual Screen Popping:

This will allow the user to have a button to click manually if they do not want the screen pop to be automated. When the user receives an incoming call the banner will display and the user will need to click the button  on the banner as per below.




To setup the button:

1. Right click the  icon and select Settings...
2. Under Banner Buttons make sure Custom is selected
3. The click the Custom Button Icon to add the Button Settings
4. Enter the Button Text as ACT
5. Select the Action tab
6. From the drop down box select Screen Pop Application
7. From the Application drop down box select ACT
8. ACT Settings - select the ACT version from the drop down box
9. ACT Fields – select what fields will be searched for the screen pop to activate or select leave the default all fields selected
10. Click Initialise Act – this should return an OK message, click Ok
11. Once completed click Save
12. Then click Save again

ACT Dialling:


To dial from ACT users can highlight the number they require from one of the phone fields

then double click the Phone Manager banner icon 



Alternatively the dial options can be utilised in ACT. Firstly the Xarios TAPI must be setup in Windows. Once this is setup the ACT TAPI options must be enabled:

1. Select Tools from the menu at the top then select Preferences
2. Select the Communication tab
3. Click on Dialer Preferences
4. Enable the Use Dialer option
5. Then in the Modem or line drop down box make sure the Xarios option is selected
6. Enable the Hide dialer after dialling option
7. Disable the Start timer automatically on outgoing calls options
8. Click OK to save the settings
9. Then click OK again

To then use the dial options in ACT, click on the Phone Contact option at the top . A new window appears where you can select the number to dial then click Dial.