[v12.205 and above] CloudPBX Software - prerequisites & integration setup

682 TDO KB November 21, 2025 Cloud PBX, Site Configuration 10.53K

Overview

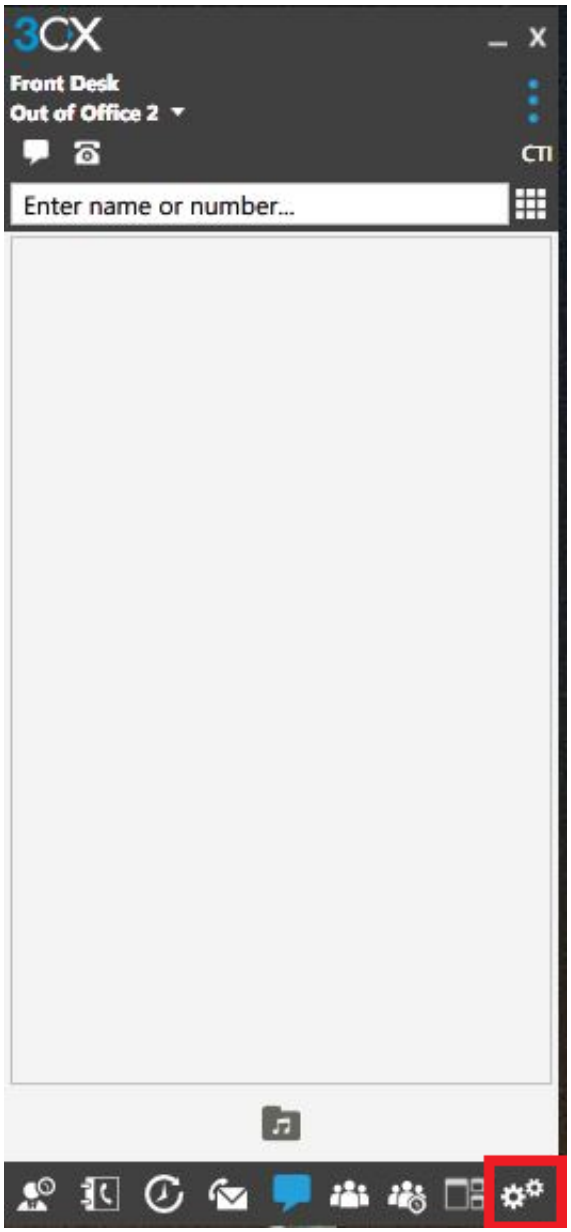
When the phone rings, a phone application window opens, allowing the user to select and see phone number data.

NOTE: To enable this integration, 3CX software or a similar product must be installed and working on the computer. This integration is available to offices using **TDO Version 12.205 or higher.**

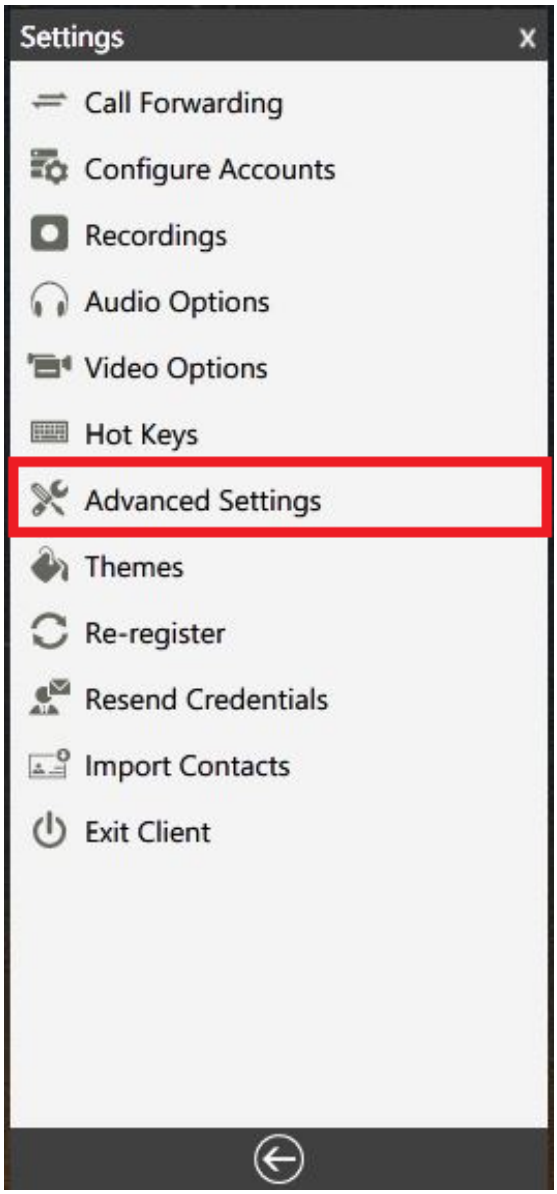
Detailed Instructions

NOTE: Please ensure that User Account Control is completely turned off on Windows. For your reference, please see our **Best Practices** article, available HERE.

In 3CX, please go to **Configuration Settings**.



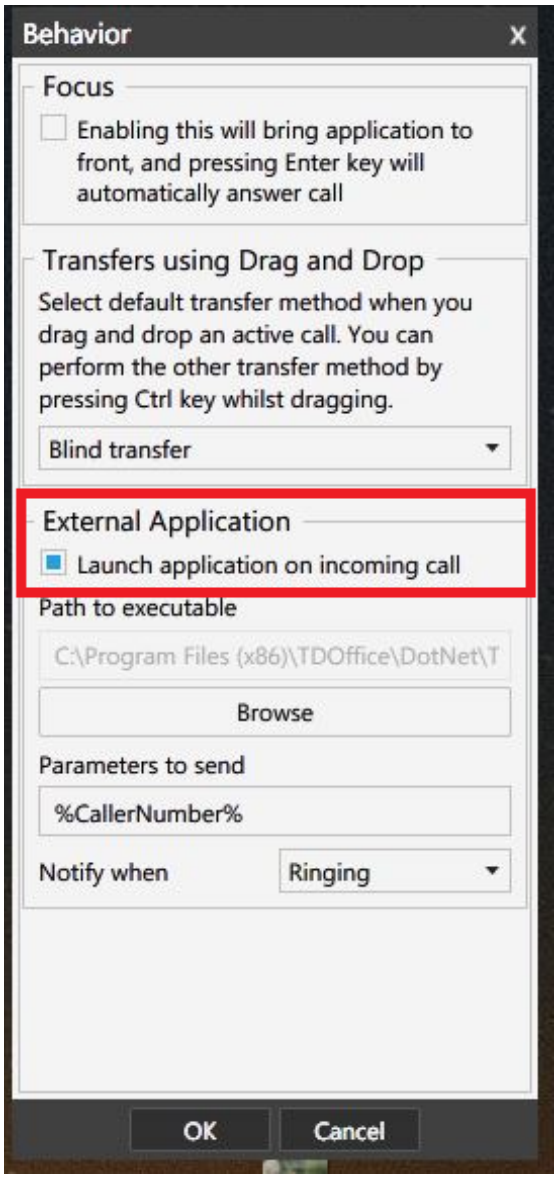
Select **Advanced Settings**.



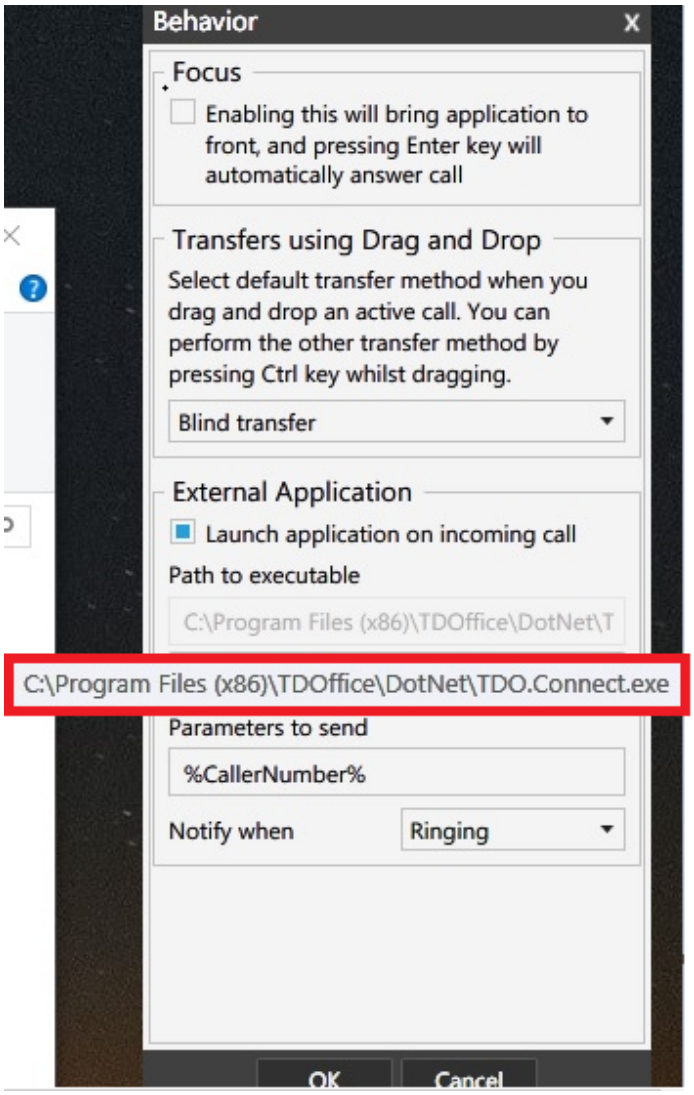
Select **Behavior**.



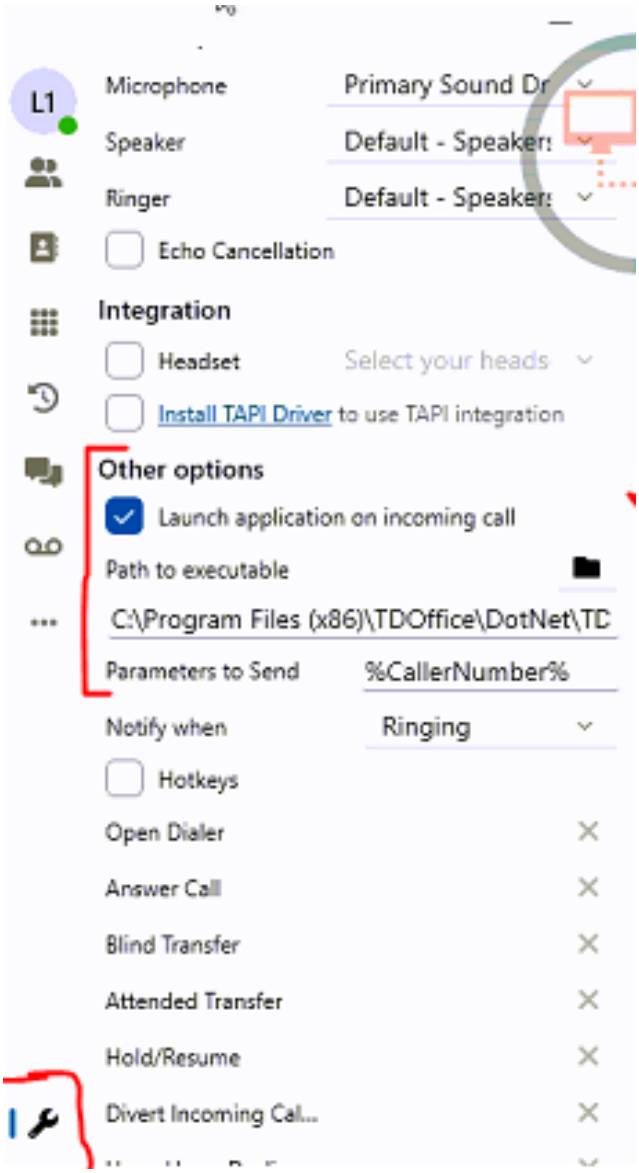
Check the option to select **Launch application on incoming call**.



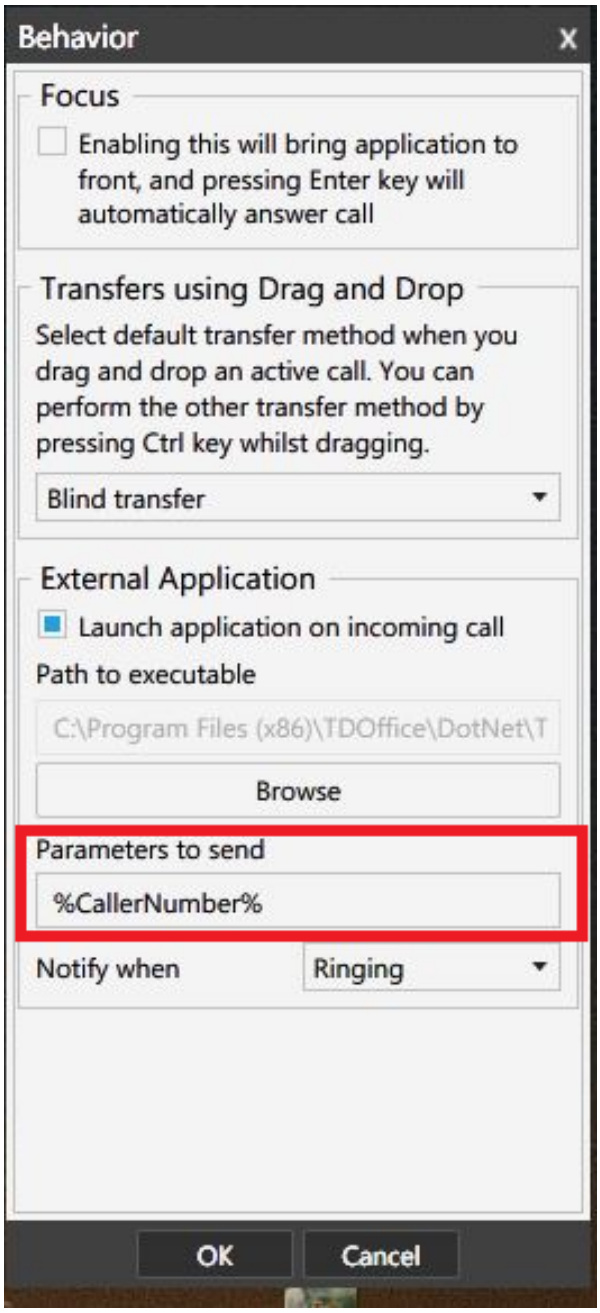
On the **Path to executable** window, make sure to have ***C:\Program Files\TDOffice\DOtNet\TDO.Connect.exe*** (if the computer is 32-Bit) or ***C:\Program Files (x86)\TDOffice\DOtNet\TDO.Connect.exe*** (if computer is 64-Bit) is added.



Newer version of the 3cX configuration view

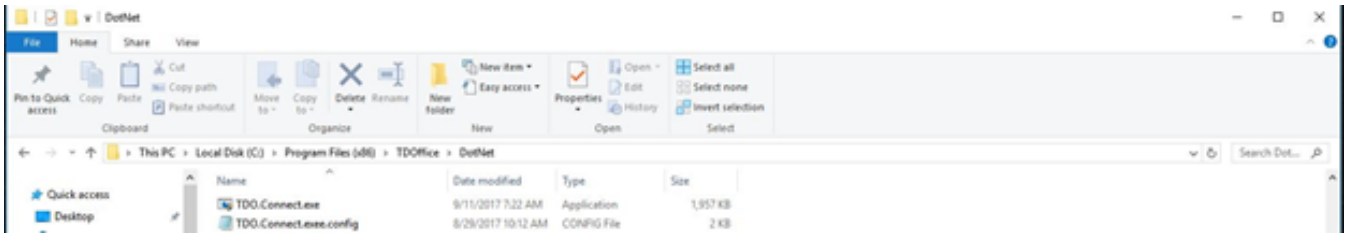


On **Parameters to Send** field, please type in: **%CallerNumber%**.



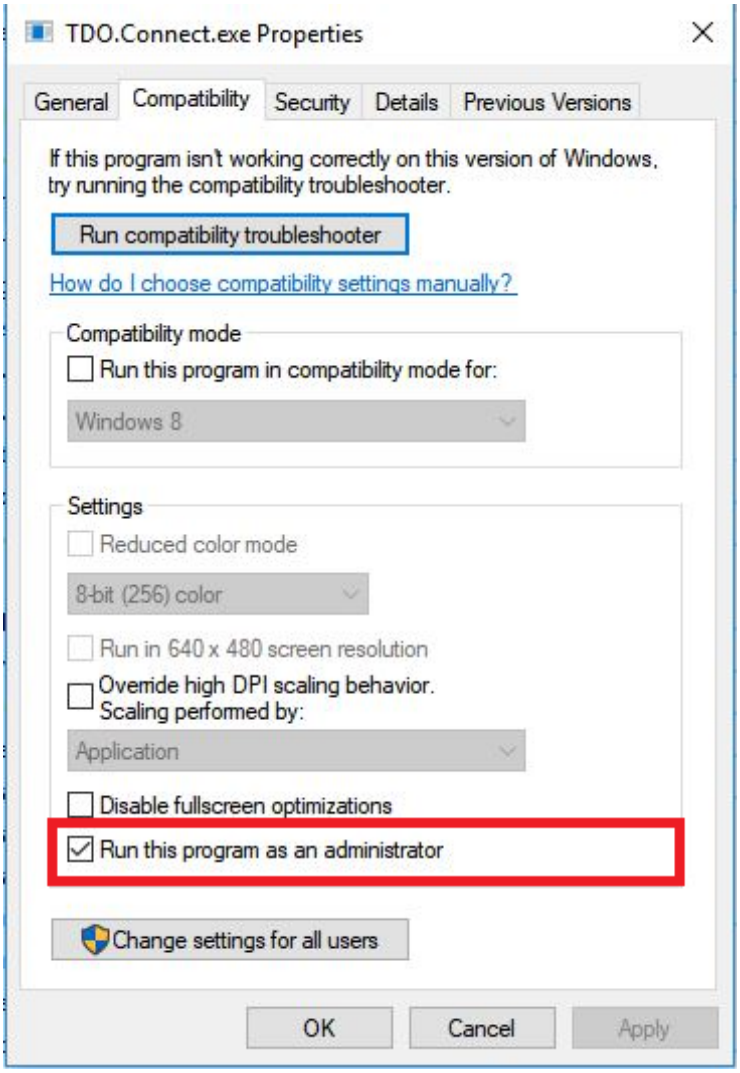
On the computer, go to **Start> Computer** (on Windows 7), or right-click on the **Start Menu>File Explorer** (on Windows 10) and follow the path:

- **C:\Program Files\TDOffice\DotNet** (on 32-Bit), or **C:\Program Files (x86)\TDOffice\DotNet** (on 64-bit)

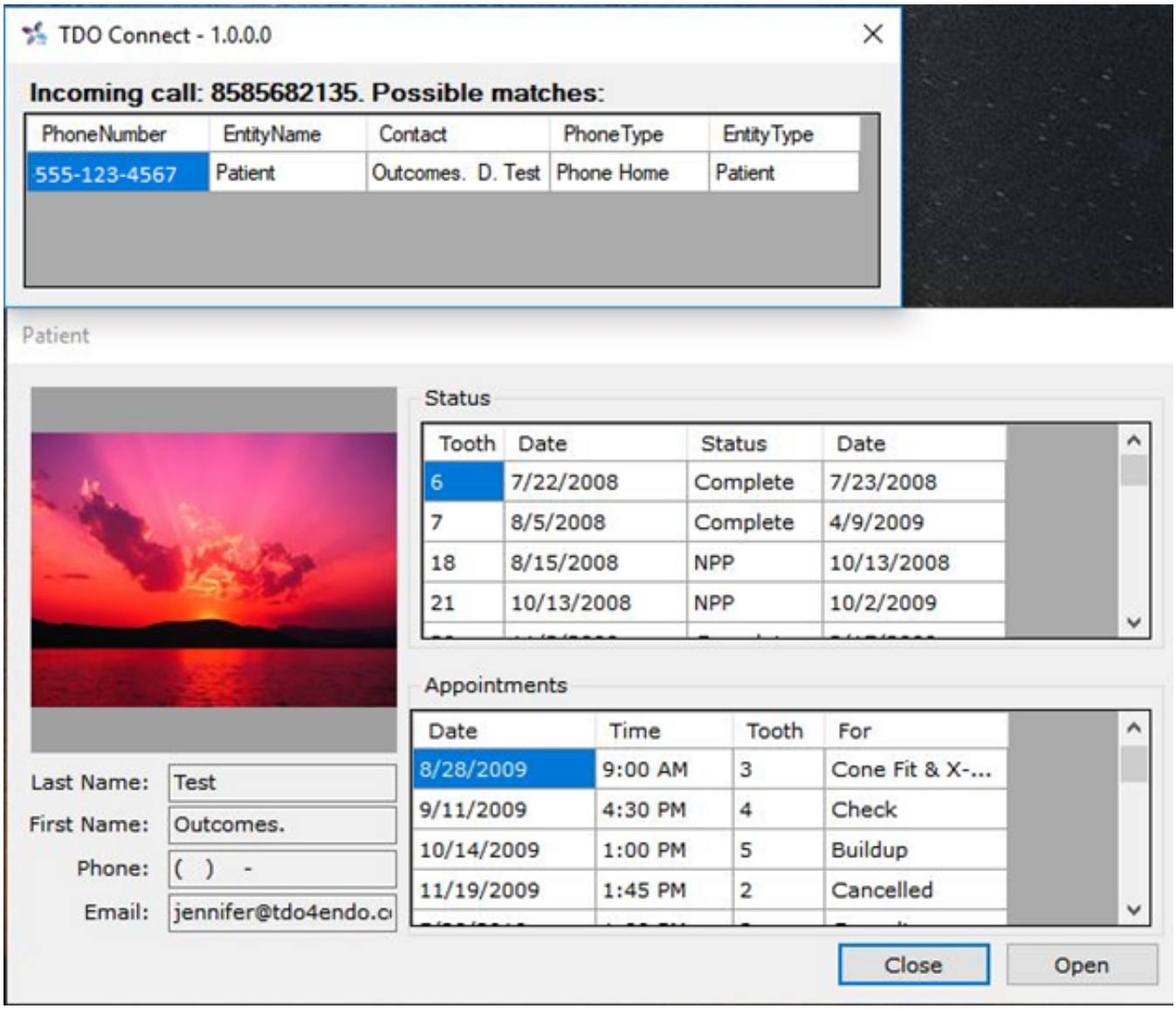


Right-click on **TDO.Connect.exe** and select **Properties**. Then go to **Compatibility** tab and make sure

the **“Run this program as administrator”** box is checked then click OK.



Once the setup is complete, a window like the image below will pop up on the screen as incoming calls are received.



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