



Ascotel IntelliGate First-Party TAPI Service Provider User's Guide

Ascotel IntelliGate Telecommunications System



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1 Safety Instructions

1.1 Notes on the Products

Function and Purpose

Ascotel IntelliGate system is an open, modular and complete telecommunications system that comprises the PBX, a multitude of expansion cards and modules, and complete range of system terminals including IP system terminals. With the help of an existing IP network several stand-alone systems can be expanded into an Ascotel IntelliGate Net (AIN).

The system and all its parts were designed to cover the full spectrum of telecommunication requirements of businesses and organisations using a single convenient solution. The individual system parts are mutually co-ordinated and cannot be used for other purposes or replaced by outside parts (except to connect up other authorized networks, applications and terminals to the interfaces provided specifically for that purpose).

Computer Telephony Integration (CTI) designates the convergence of telephony and computer systems. CTI applications can be used to control telephony functions via the PBX's CTI interface and to monitor telephone states. The TAPI Service provider provides the software link between the PBX and Microsoft TAPI. The Ascotel CTI interfaces support applications to Microsoft TAPI 2.1 standard. A distinction is made between first-party CTI (single-user solution) and third-party CTI (multi-user solution).

Disclaimer

Ascotel IntelliGate was manufactured in accordance with ISO 9001 quality criteria. The user information provided was compiled with the greatest care. The functions of all the part products have been checked and released as a result of extensive approval tests. Faults cannot however be entirely excluded. The manufacturer is not liable for any direct or indirect damage that may occur as a result of incorrect handling, improper use or other faulty behaviour with a product. Potential areas of particular risk are signalled in the appropriate sections of the user information. Liability for loss of profit is excluded in any case.

Trademarks

Ascotel IntelliGate is a registered trademark of Aastra Telecom Schweiz AG. Windows is a registered trademark of Microsoft Corporation. All other trademarks are trademarks of their respective proprietors.

1.2 About this User's Guide

This User's Guide describes the use of the TAPI service provider for operating first-party CTI applications together with Ascotel IntelliGate systems. While it complements the Ascotel IntelliGate System Manual it does not replace it. The Guide is available in German, English, French, Italian and Spanish.

The instructions are intended for planners and installers with system knowledge. All guidelines, user notes and hazard alert messages must be observed.

Document no: **syd-0161/1.0**

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2 Connection to the PBX

The Ascotel IntelliGate first-party TAPI service provider is connected to the PBX via Ethernet.

If a local firewall is used on the computer on which the Ascotel IntelliGate first-party TAPI service provider is installed, the IP address of the PBX and all the ports must be opened.

3 Installation

3.1 Installing TSP

To install the Ascotel IntelliGate First-Party TAPI Service provider, you must to have local administrator rights. The IP address of the PBX is also required for the configuration.

1. To start the installation double-click the "setup.exe" installation file.
2. In the first dialog box select the language required for the Ascotel IntelliGate first-party TAPI service provider, then click "Next".
3. In the next dialog box click "Next". Read through the licence agreement carefully before accepting the terms, then click "Next".
4. In the next dialog box click "Install".
5. Carry out the configuration of the Ascotel IntelliGate first-party TAPI service provider (see section "[Configuration](#)", page 10) and confirm with "OK".
6. Select the telephone settings and confirm with "OK".
7. Exit the installation by clicking "Finish".
8. Read the ReadMe file. It contains information that is not available in this document.

3.2 Repairing/upgrading TSP

If you are re-installing the same version or upgrading the Ascotel IntelliGate first-party TAPI service provider, you need to carry out the following steps:

1. To start the installation double-click the "setup.exe" installation file.
2. In the first dialog box select the language required for the Ascotel IntelliGate first-party TAPI service provider, then click "Next".
3. The maintenance dialog box appears. Select the "Repair" or "Upgrade" option and click "Continue".
4. Carry out the configuration of the Ascotel IntelliGate first-party TAPI service provider if required, and confirm with "OK".
5. Exit the installation by clicking "Finish".

3.3 Uninstalling TSP

The Ascotel IntelliGate first-party TAPI service provider is uninstalled using the Control Panel\Software function in the Windows operating system.

4 Configuration

The Ascotel IntelliGate first-party TAPI service provider is configured for connection to a PBX.

1. Enter the IP address of the PBX.
2. Click "Connect to PBX" to set up the connection with the PBX.

The customized settings can only be made once the connection to the PBX has been set up.

The Ascotel IntelliGate first-party TAPI service provider can be configured globally for all Windows user names and one internal phone number or for selected Windows user names and the corresponding internal phone number.

If the option "Use Windows user profiles" is deactivated, the Ascotel IntelliGate first-party TAPI service provider is configured for all the Windows users logged on to the computer. The terminal PIN is used to log on to the PBX using the internal phone number.

If the option "Use Windows user profiles" is activated, separate TSP user profiles can be saved for different Windows user names. Depending on which Windows user name the computer is logged on, the corresponding TSP user profile is loaded.

TSP user profiles

To create different TSP user profiles, proceed as follows:

1. Activate the option "Use Windows user profiles".
2. Enter the corresponding user data.
3. Click "Load line" to display the available line.
4. If required, carry out other line settings.

To save other TSP user profiles for Windows users, click "New" and repeat the steps above. This is necessary if, as the Administrator, you want to make the Ascotel IntelliGate first-party TAPI service provider available for instance to Windows users who do not have local administrator rights.

To delete a TSP user profile, select the corresponding TSP user profile and click "Delete".

Line settings

The line settings are used to configure the call number format to be displayed for incoming calls (CLIP - Calling Line Identification Presentation) and connected calls (COLP - Connected Line Identification Presentation).

The supported call number formats are listed in table [Tab. 1](#).

Tab. 1: Call number formats

Setting	Description	Example
Replace exchange access prefix °	Exchange access prefix-phone number	0-004132655xxxx
Replace exchange access prefix °	Call number	004132655xxxx
Replace exchange access prefix °	Exchange access prefix-phone number	9-004132655xxxx
Use canonical format °	+Country code (area code) phone number	+41 (32) 655xxxx

5 Features

The Ascotel IntelliGate first-party TAPI service provider supports the following features.

Tab. 2: AIF-TSP features

Feature	AIF-TSP
Outgoing dialling	X
Answer call	X
End call	X
Frequency dialling (DTMF)	X
Call identification (CLIP)	X
Fetch call	X
Call charge information	X

6 Licensing

A CTI first-party via LAN licence is required to use the Ascotel IntelliGate first-party TAPI service provider. With the CTI first-party via LAN licence a maximum of 30 users are entitled to use the first-party CTI interface simultaneously.

The CTI first-party via LAN licence can be combined with third-party CTI licences.

7 Compatibility

7.1 Compatibility with the PBX software

The Ascotel IntelliGate first-party TAPI service provider is compatible as of Ascotel IntelliGate I6.6.

7.2 Compatibility with Operating Systems

The Ascotel IntelliGate first-party TAPI service provider is compatible with the following operating systems.

Tab. 3: AIF-TSP – operating systems compatibility

Operating system	AIF-TSP
Windows Server 2003	X
Windows XP Professional	X
Windows XP Home	X
Windows 2000 Server	X
Windows 2000 Professional	X

8 Troubleshooting

8.1 Malfunction during installation

If an error occurs during the installation of the Ascotel IntelliGate first-party TAPI service provider, check the following points first:

- Can the malfunction be remedied with the help of the error message?
- Have you started the Windows "Telephony" system service?
- Is the malfunction listed in the FAQs? The FAQs can be found on the www1.aastra.com website.

If the malfunction cannot be remedied with the information listed above, send a detailed description of the malfunction to your support organisation.

8.2 Malfunction during the runtime

If an error occurs during the runtime of the Ascotel IntelliGate first-party TAPI service provider, check the following points first:

- Have you started the Windows "Telephony" system service?
- Is the malfunction listed in the FAQs? The FAQs can be found on the www1.aastra.com website.

If the malfunction cannot be remedied with the help of the information above, activate the Debug mode for the Ascotel IntelliGate first-party TAPI service provider, back up the log files and the Windows event display files, and send them to your support organisation together with an exact description of the malfunction.

1. To activate the Debug mode of the Ascotel IntelliGate first-party TAPI service provider, open the configuration of the Ascotel IntelliGate first-party TAPI service provider and click "Debug settings".

For debug output the options "Standard Debug Output" and "Log File" must be activated. In the Log Directory field specify the path to the log files (default setting `c:\debug`). Warning: The entry itself does not automatically create the folder. The folder itself has to be created separately, for example using the Windows Explorer. You can also specify the maximum log file

size and the number of days after which the log files are to be automatically deleted.

Two log files are created when the debug mode is activated:

- comm_<mm-dd_hh-mm>.log
- tspf_<mm-dd_hh-mm>.log

<mm-dd_hh-mm> stands for the month, day, hour and minute on which the log file was created.

Debug Level is used to specify the information to be logged. Normally all the options should be activated.

2. Reproduce the malfunction.
3. After the malfunction has occurred, save the log files and create a ZIP archive to reduce the size.

In normal operation the debug mode should be deactivated as otherwise it affects the system's performance.

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