

VoIPCortex PABX TAPI User Guide



PABX TAPI User Guide

Release 1.2 - April 2007

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The above software is licenced under terms which can be found in the Software Licence section of the documentation. Use of the device is subject to the terms therein. If you do not accept those terms then you may return the device unused in its original packaging for a full refund of the purchase price.

Important Safety Notice

Depending on the power arrangements, it is possible that your VoIP system phone will not work during power outages.

Your system administrator will be able to give you further information about arrangements for access to telephone service during power failures.

It is not safe to assume that your VoIP phone will be available to make emergency calls at all times and you should therefore familiarise yourself with other means of making emergency telephone calls (e.g. fixed exchange lines and mobile phones) should this be required.



EMERGENCY CALLS: the VoIP phone system should not be used as the sole or primary means of summoning assistance in the event of an emergency as power interruptions or other system failure modes could cause it to become unavailable without warning.

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Document Conventions

Throughout the document, normal text like this indicates procedures required to correctly configure your device.

Critical instructions and helpful configuration tips are highlighted in italics throughout the text.



Critical instructions are formatted like this and preceded by an exclamation mark in a circle. Failing to comply with a critical instruction may cause anomalous behaviour, damage to the PABX or other components, or even result in safety issues.



Configuration tips are formatted like this and highlight necessary steps that need to be performed in certain circumstances. Always take note of these tips as they contain information which can prevent common configuration problems.

TAPI Configuration

This is an optional component which may be licenced on your PABX. If it is enabled on your installation you will see the **Show TAPI settings** option on the **my phone** area of your user settings.

To find out how to login to your user area, please consult the **VoIP PABX User Guide** and your system administrator.

Introduction

TAPI is a Microsoft provided interface that allows a PC running Windows 2000 or XP to make or receive phone calls.

Our system provides a TAPI driver which allows Windows applications to control your phone. When correctly deployed and configured, phone calls may be initiated and notifications received about incoming calls via your PC.

This does not affect the way that you actually proceed with calls as your phone rather than the PC is responsible for actually making or receiving the call, but does allow this to be controlled from suitable Windows applications.

The TAPI drivers provide the interface which allows applications to control a phone. How the application uses that interface and presents its functions to the user is determined by the application.

Requirements

The TAPI drivers operate on Microsoft Windows systems with the following minimum specification:

- Windows XP or Windows 2000
- TCP/IP LAN connection
- 50MB free disk space

TCP/IP connectivity is required between the PC and the PABX for TAPI to operate.

Installing the TAPI Drivers

For convenience, the drivers you will need to install on your PC are available for download from your user area of the PABX.



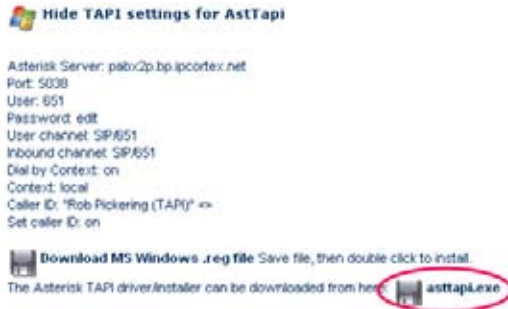
Installation and configuration of the TAPI drivers requires at least one restart of the system. In addition installation may fail if other applications are running at the same time as the installer. For these reasons you should save all data, and close all other applications apart from the web browser before downloading and running the installer.

To download the installer, log on to the PABX using your user login and go to the **my phone** settings screen. Once on that screen, open up the **Show TAPI settings** option by clicking on the text (see previous chapter for details of how to do this).



*If the **Show TAPI settings** option is not present, this is probably because it isn't licenced on your PABX. Please contact your administrator or system vendor for further help.*

Next, click on the driver installer download:

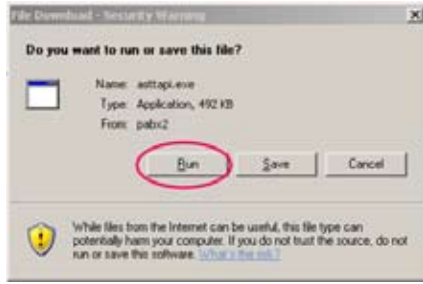


Depending on your browser and settings, you may well be warned that the file contains executable code.



Exact details of the following dialogs will differ between browser types and versions, please contact your system administrator if you are unsure about how to proceed.

As long as you are sure you are logged on to your own PABX then you can be reasonably sure about the source of the executable and should be safe to run the installer:



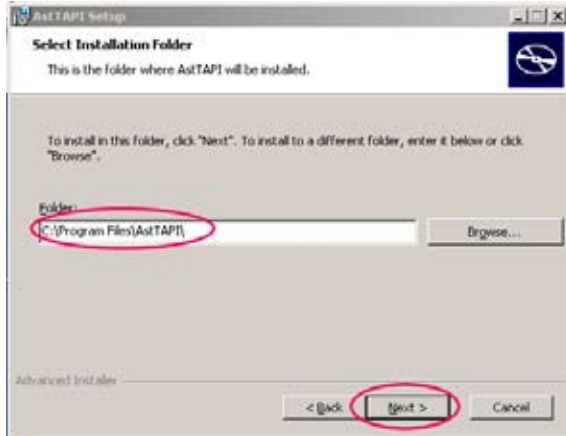
You may also see the following message and, again it should be safe to trust the installer from it's known source.



If the installer is properly started, a screen like the following is displayed:



You will then be prompted to accept the licence agreement and, when accepted, asked to confirm the install location:



Once preparation is complete, the following message will be displayed, prompting final confirmation of install:



Once installation is complete, you will be reminded that a reboot is required to fully install the TAPI drivers:



Clicking OK does not cause a reboot which needs to be carried out manually before the TAPI driver becomes available.



You may wish to delay rebooting your PC until after completing instructions in the next section to configure the application as a reboot is required after reconfiguring the application and it is quite safe to delay the installation reboot at this point

Configuring the TAPI Driver

The TAPI configuration on your PC is associated with a specific phone. After installation, or if you change your phone, the TAPI driver must be configured to pair with the correct phone.

To simplify this process, we provide a dynamically generated Windows registry file in my phones - Show TAPI settings. When this file is imported onto your Windows PC, the settings in the TAPI driver are automatically setup for your current phone.

To download this file, simply click on its description or disk icon on your phone page:



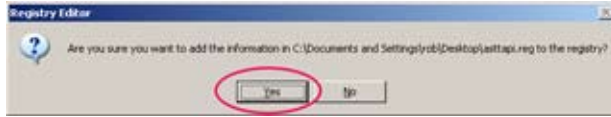
Because this file changes settings on your PC, you will receive several warnings during download and execution of the file. These will depend on your browser and its configuration, but the following are typical.

The most reliable way of importing the settings is to save the file to hard disk and then import it from there:



Having saved the file to a local folder or the desktop, executing it locally should start the registry editor to import the settings.

When importing the settings, confirmation boxes will be displayed by the registry editor. If you are quite sure that the file you are importing is the same one downloaded from the PABX then it is safe to OK these:



On completion, a message similar to the following will be displayed and indicates that the settings were successfully imported:



You may now need to reboot your PC for the settings to take effect.

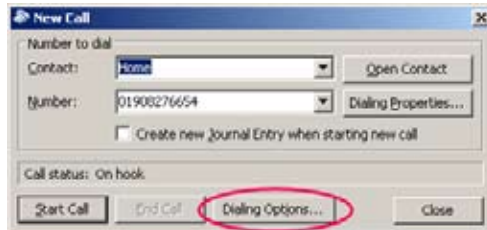
Testing the TAPI Interface

Once the settings have been loaded, TAPI may be tested by running any TAPI capable application and dialling a number.

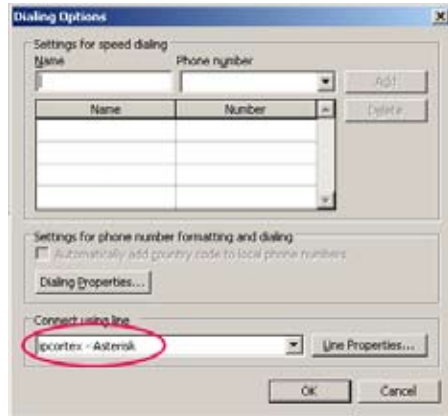
An example of a TAPI application which may be present on many PCs is Microsoft Outlook. The following instructions assume Outlook purely as an example. For other applications, you should consult the documentation provided with the application or your system administrator.

Whichever program you use, you will need to tell it to use the **ipcortex TAPI** service provider to place calls.

In Outlook select a contact, then right click on "Dial number". The first time you dial a number you can set the correct TAPI dialler by selecting "Dialling Options" from the call menu:



Then select the **ipcortex - Asterisk** line:



OK the changes, and then click on "Start Call" in the previous dialogue.

Your phone should ring and then, when you pick it up, the far end will start to ring. You can then complete the call and hang up in the normal way once complete.

Troubleshooting

If the phone fails to ring when a call is placed, there may be a number of reasons...

Wrong TAPI provider being used

Double check your application is using the TAPI provider (dialler) called **ipcortex - Asterisk**.

TAPI incorrectly configured

Repeat the steps in the previous section entitled: **Configuring the TAPI Driver**.

Wrong phone rings

The TAPI configuration via registry download from your **my phone** area is only appropriate when you wish to allow TAPI to control your main (**owned**) phone. If you wish to control other phones, please contact your system administrator for details.

No network connectivity to PABX

The PC needs to be able to communicate with an application on TCP port 5038 of the PABX. If there is no network connectivity between your PC and the PABX, or a firewall is preventing these connections then TAPI will not be able to operate.

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