

Documentation

HiPath CallBridge Collection V2

Installation Guide

A31003-G9540-I100-6-7631

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Reference No.: A31003-G9540-I100-6-7631

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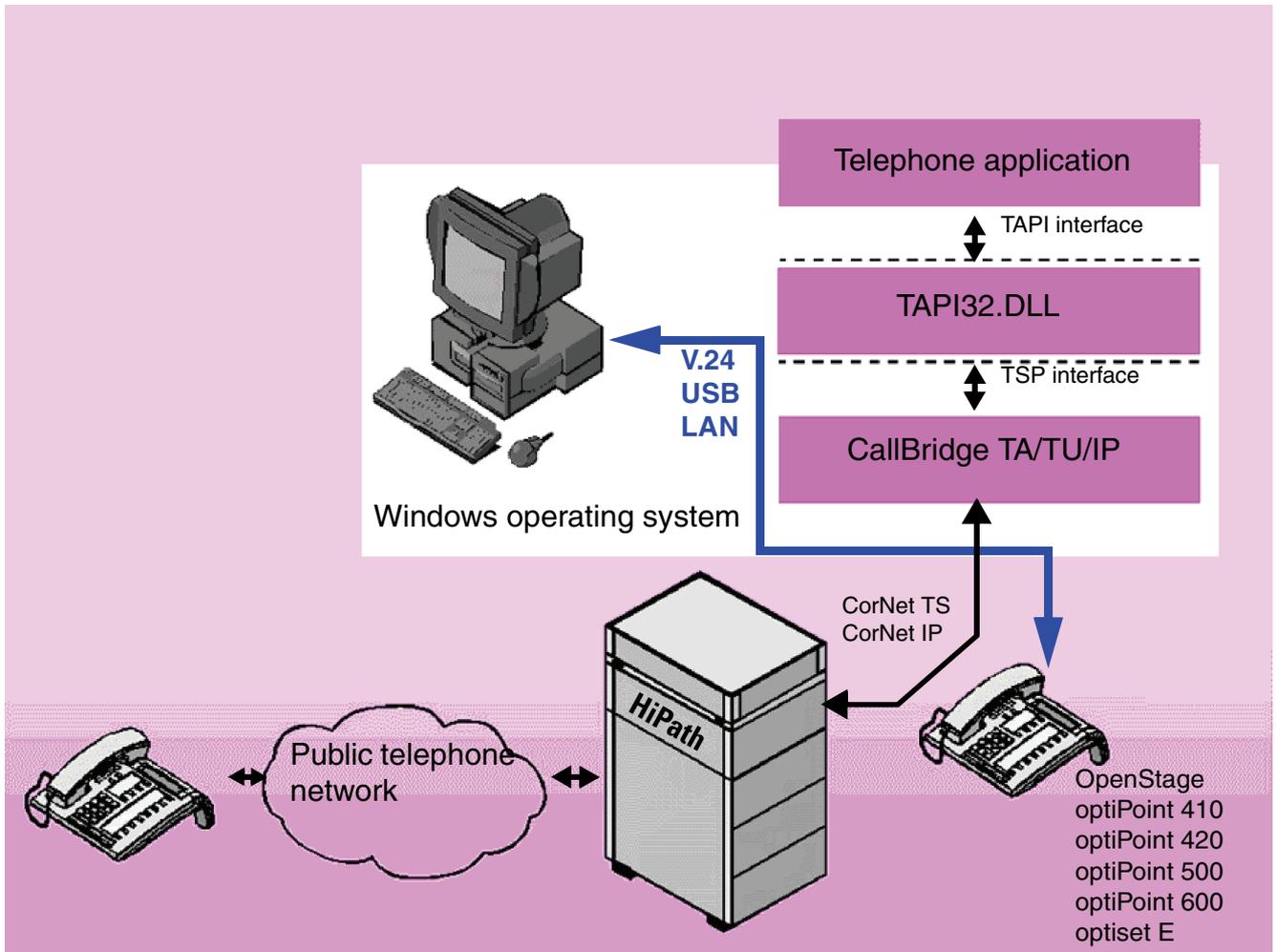
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1 Introduction to CallBridge Collection

Schematic diagram



CallBridge Collection is a collection of three TAPI service providers (**TSP**):

- CallBridge TA (via V.24 cable)
- CallBridge TU (via USB cable)
- CallBridge IP (via LAN cable)

Each of these TSPs allows you to control a telephone using your computer. This type of Computer Telephony Integration is known as "First-Party CTI".

TAPI is a standard defined by Microsoft that enables non-manufacturer-dependent telephone applications to be used on manufacturer-specific hardware. The application uses TAPI calls (for example lineOpen or lineMakeCall). CallBridge Collection converts these into the appropriate protocol elements for the relevant Siemens communication platform.

TAPI32.DLL

Windows includes the TAPI32.DLL system file. This forms the TAPI interface toward the telephone application and the TSP interface (TSP = TAPI Service Provider) toward CallBridge Collection. This makes it possible for telephone applications to control telephones from the Windows operating system. Standard commands are provided for this purpose.

TAPI32.DLL (or later) provides its services to the telephone application and uses messages to report the actions and events that have been completed.

V.24 cable

One **optiset E** is connected directly to the computer with a V.24 cable.

USB cable

One **optiPoint 500/600** resp. **OpenStage T** is connected directly to the computer with a USB cable.

LAN cable

One **optiPoint 410/420/600 HFA** resp. **OpenStage HFA** is connected to the computer with a LAN cable.



CallBridge Collection can control **only one** telephone, which is connected to the computer.

Telephone application

You can use a telephone application available on the market provided it was developed with the TAPI interface. If there is no special telephone application installed on your PC yet, then the Microsoft[®] dialing tool (`dialer.exe`), which is part of the Windows operating system, can be used to perform a functional test.



It is not possible to guarantee that every function will operate correctly on all software available on the market, even if the manufacturer claims the software is based on the TAPI interface. Siemens has no influence on the quality tests carried out by these manufacturers.

As part of the **Siemens HiPath Ready Program**, Siemens can certify telephone applications at the manufacturer's request. This ensures correct interaction at the TAPI interface.

If you use Microsoft Outlook as your telephone application, then you must enter the full addresses there (country code + local trunk code + station number). If you do not have any add-on software, you can only use the local Microsoft Outlook directory. If you want to use the central Outlook address book, you will also need another commercially available telephone application, such as **Siemens HiPath SimplyPhone for Outlook V3.1**, in addition to Outlook.

2 Requirements for Installation and Operation

To be able to install CallBridge Collection, you should have a thorough knowledge of the following products:

- Microsoft® Windows Operating System
- Hicom 300 or HiPath 4000

This section describes the computer requirements, supported telephones and communication platforms.

2.1 Computer requirements

Supported operating systems

- Windows 2000 (Service Pack 4 or later)
- Windows XP 32 Bit (Service Pack 2 or later)
- Windows Server 2003 R2 32 Bit (Service Pack 2 or later)
- Windows Vista 32 Bit



You need **administrator rights** to be able to install CallBridge Collection.



If CallBridge Collection and CTI application are running on a computer under Windows 2000 Server or Windows Server 2003, the performance of running server tasks (like IIS, DB server, domain controller, file server, print server) will be reduced. Therefore CallBridge Collection can only be used on computers, used as workstation.

Other requirements

CallBridge TA

- A free COM port (COM1-COM16)
- A suitable V.24 cable for connecting the telephone to the computer
- 10 MB free memory on the hard disk

CallBridge TU

- A free USB port
- A USB cable for connecting the telephone to the computer. For optiPoint 500/600 "USB cable with angled connector" (ref. no. S30267-Z360-A30) is recommended.
- 10 MB free memory on the hard disk

CallBridge IP

- The computer and the corresponding IP telephone must be interconnected via LAN.
- 10 MB free memory on the hard disk

2.2 Supported telephones

CallBridge TA	CallBridge TU	CallBridge IP
optiset E basic [*] optiset E advance [*] optiset E advance plus ^{**} optiset E advance ^{**} conference ^{**} optiset E memory	optiPoint 500 basic [*] optiPoint 500 standard ^{**} optiPoint 500 standard SL ^{**} (nur für USA) optiPoint 500 advance ^{**} optiPoint 600 office TDM ^{**} OpenStage 40 T ^{**}	optiPoint 410 entry HFA [*] optiPoint 410/420 economy HFA [*] optiPoint 410/420 economy plus HFA [*] optiPoint 410/420 standard HFA ^{**} optiPoint 410/420 advance HFA ^{**} optiPoint 600 office HFA ^{**} OpenStage 20 HFA ^{**} OpenStage 20 E HFA [*] OpenStage 40 HFA ^{**} OpenStage 60 HFA ^{**} OpenStage 80 HFA ^{**} OpenStage 60 T ^{**} OpenStage 80 T ^{**}

* These telephones have the **On-Hook Dialing** feature, but not **Handsfree**. This means that you can only answer an incoming call or establish a connection to the remote station by manually lifting the receiver.

** These telephones have **On-Hook Dialing** and **Handsfree** as well as a loudspeaker key. This means that you can make a call without needing to operate the telephone manually.

Requirements for Installation and Operation

Supported Communication Platforms

With CallBridge TA, the telephones must be equipped with an **optiset E control adapter** or an **optiset E data adapter**.



CallBridge Collection cannot be used in the master-slave configuration. This means that no second optiset E, optiPoint 500/600 or OpenStage T telephone can be connected to the U_{P0/E} line via a **phone adapter**.



CallBridge Collection cannot be used if an **analog adapter** is connected to the telephone.



If an optiPoint 500 advance or an optiPoint 600 office is connected to the Hicom 300 E/H communications system with CallBridge TU, then only one additional optiPoint key module can be connected to this telephone.

2.3 Supported Communication Platforms

CallBridge Collection can be used with the following communication platforms:

- Hicom 100 E
- Hicom 150 E/H
- Hicom 300 E/H
- HiPath AllServe
- HiPath 2000
- HiPath 3000
- HiPath OpenOffice EE/ME
- HiPath 4000

The communication platform shall use the latest software version.

2.4 Configuring the communication platform

Depending on the communication platform used, it may be necessary to make a number of settings when installing CallBridge Collection.

2.4.1 Hicom 100 E

Deactivate the "Direct Line Seizure" feature (trunk line without trunk zero) on the communication platform.

2.4.2 Hicom 150 E

CallBridge Collection automatically adjusts to the communication platform after starting.

Set the following features on the communication platform:

- "Display station number of remote station"
- "Display call duration"

2.4.3 Hicom 150 E Office, Hicom 150 H, HiPath AllServe, HiPath 2000, HiPath 3000 and HiPath OpenOffice EE/ME

CallBridge Collection automatically adjusts to the communication platform after starting.

2.4.4 Hicom 300 E/H and HiPath 4000 V1

Depending on the communication platform used, it may be necessary to make a number of settings when installing CallBridge Collection.



When configuring a call pickup group, you must observe the project planning rules of the communication platform; otherwise there could be functional problems when operating CallBridge Collection.

If you are not authorized to configure the communication platform or if you do not have the necessary knowledge, you should contact your service personnel.

Requirements for Installation and Operation

Configuring the communication platform

Perform the following settings:

1. If the telephone is integrated in a call pickup group (PU group), you can ask your service personnel to check the number of stations in the PU group and the allocation of subscribers to the Hicom SLMO line cards.
2. Ask your service personnel to set the parameters for each station on the communication platform in accordance with the examples given below.
 - optiset E with control adapter for CallBridge TA:
ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,DVCFIG=OPTISET,
OPTICOM=YES,OPTICA=1,...;
 - optiset E with data adapter for CallBridge TA:
ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,DVCFIG=OPTISET,
OPTICOM=YES,OPTIDA=1,...;
 - optiPoint 500/600 connected to Hicom 300 E/H for CallBridge TU:
ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,DVCFIG=OPTISET,
OPTICOM=YES,OPTICA=1,...;
 - optiPoint 500/600 connected to Hicom 4000 V1 for CallBridge TU:
ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,DVCFIG=OPTIP500,
OPTICOM=YES,...;
 - optiPoint 410/420/600 for CallBridge IP:
ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=IP,DVCFIG=OPTIIP,
OPTICOM=YES,...

Requirements for Installation and Operation
Configuring the communication platform

3. In the case of OPTICOM=YES, twenty key functions are pre-assigned for the key modules OPTIB3 and OPTIB4. These key functions are a requirement for operating CallBridge Collection (see also Section 4.4). The pre-assignment can be checked with DIS-TAPRO. See the following example:

```
DIS-TAPRO:STN,12345;
H500: AMO TAPRO STARTED
```

STATION	STD	DIGTYP	NON-STANDARD KEY ASSIGNMENTS			
12345	8	OPTISET				
		OPTIB3	1 DND 14 CL	2 KNOVR	12 NV	13 ADDON
		OPTIB4	1 SPKR 5 PU 9 SPLT 13 ST	2 CONS 6 CBK 10 CONF 14 CH	3 SNR 7 PARK 11 RLS 15 STO	4 MB 8 FWD 12 MUTE

AMO-TAPRO-111 KEY PROGRAMMING DIGITE

DISPLAY COMPLETED;

Requirements for Installation and Operation

Configuring the communication platform

2.4.5 HiPath 4000 V2 or later

By selecting the communication platform HiPath 4000 V2 or later (see Section 4) the TSP can be installed and configured.

For correct TSP functionality, ask your service personnel to make settings system-wide on the HiPath 4000 V2 or later as per following examples.

- system-wide:

CHA-ZAND:TYPE=CIT,APIMAX=100,APS=S0-EN0; (for HiPath 4000 V2)

CHA-ZAND:TYPE=CIT,APIMAX=100,APS=S0-EM0; (for HiPath 4000 V3)

CHA-ZAND:TYPE=CIT,APIMAX=100,APS=S0-EO0; (for HiPath 4000 V4)

ADD-DIMSU:TYPE=APPLICAT,WSPROT=100;

- add a new station with optiset E for CallBridge TA:

ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,

DVCFIG=OPTISET&API,APICLASS=TSX,OPTICA=1,...;

ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,

DVCFIG=OPTISET&API,APICLASS=TSX,OPTIDA=1,...;

- add a new station with optiPoint 500/600 resp. OpenStage T for CallBridge TU/IP:

ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,

DVCFIG=OPTIP500&API,APICLASS=TSX,...;

- add a new station with optiPoint 410/420/600 HFA resp. OpenStage HFA for CallBridge IP:

ADD-SBCSU:STNO=12345,OPT=OPTI,**CONN=IP2,**

DVCFIG=OPTIIP&API,APICLASS=TSX,...;

- update an existing station for this TSP:

ADD-SBCSU:STNO=12345,OPT=SVC,DVCFIG=API;

CHA-SBCSU:STNO=12345,APICLASS=TSX;

2.5 Preparation

Extract the current version of CallBridge Collection to a directory on the computer (for example C:\CBC).

Depending on telephone type, drivers must be installed before installing the TAPI Service Provider (see Section 4):

- **optiset E:**
For CallBridge TA no driver must be installed.
- **optiPoint 500/600 TDM and OpenStage 40 T:**
For CallBridge TU USB drivers must be installed (see Section 3).
- **OpenStage 60/80 T:**
For CallBridge IP a RNDIS driver must be installed (see attached Documentation "HiPath OpenStage T RNDIS Driver Installation Guide"). The installed RNDIS driver ("IP over USB") sets up a virtual network adapter in the computer. The connection between telephone and computer is established via USB cable.
- **optiPoint 410/420/600 HFA und OpenStage HFA:**
For CallBridge IP no driver must be installed.

3 Installing the USB drivers

Before the TAPI Service Provider can be installed and configured (see Section 4), the USB drivers for the telephone must be installed.

The USB drivers for Windows 2000 are based on the "**Plug & Play**" principle. If the computer and telephone are connected with the USB cable, the Hardware Wizard will start automatically (see Section 3.1). You will find these drivers in subdirectory \USB_Windows_2000.

The USB drivers for Windows XP, 2003, Vista are based on the "**Software-First Installation**" principle. If the computer and telephone are connected with the USB cable afterwards, the Hardware Wizard will start automatically (see Section 3.2). You will find these drivers in subdirectory \USB_Windows_XP_2003_Vista.

3.1 Installation under Windows 2000

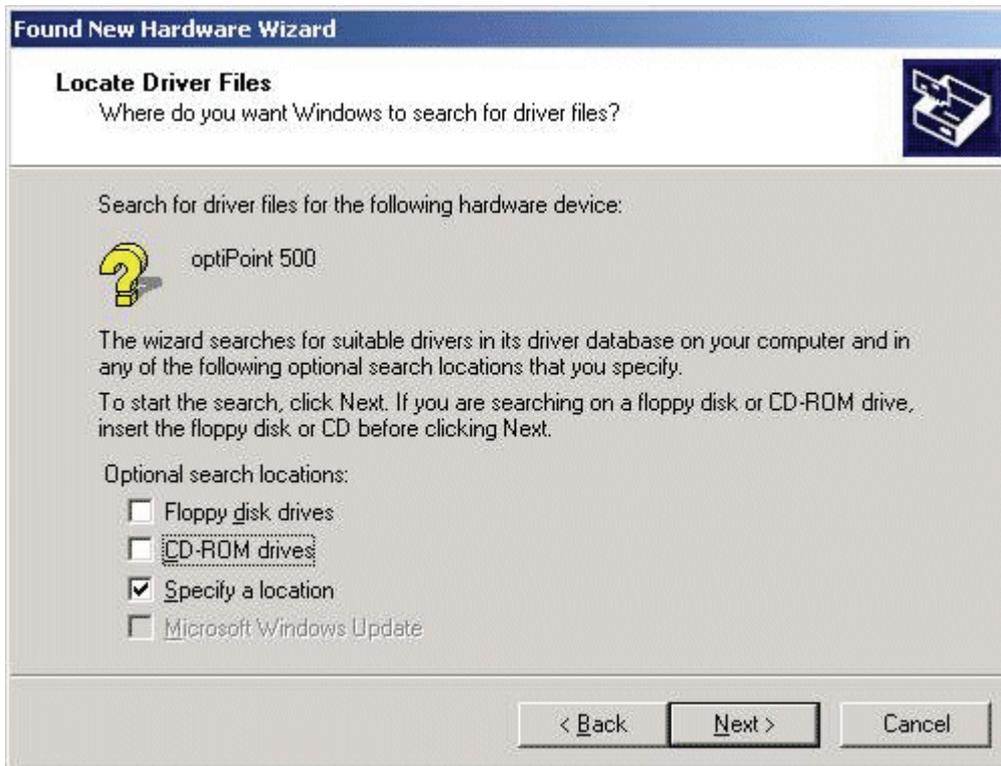


Since several devices are integrated into the telephone, the Hardware Wizard will also be started several times.

Connect the computer and telephone with the USB cable. The Hardware Wizard will be started automatically. The following dialog will appear:



Select the option **Search for a suitable driver for my device (Recommended)** and confirm with **Next**. The following dialog will appear:



Select **Specify a location** and click **Next**. The following dialog will appear:



Enter the subdirectory **USB_Windows_2000** and click **OK**.

After closing the Hardware Wizard, you can check the installed USB drivers (see Section 3.3). The TAPI Service Provider can now be installed (see Section 4).

Installing the USB drivers

Installation under Windows XP, 2003, Vista

3.2 Installation under Windows XP, 2003, Vista

Before you connect the computer and telephone with the USB cable, you should install the USB drivers with a **Setup**. Double-click the file `Setup.exe` in subdirectory `\USB_Windows_XP_2003_Vista`. The following dialog will appear several times for Windows XP, 2003:

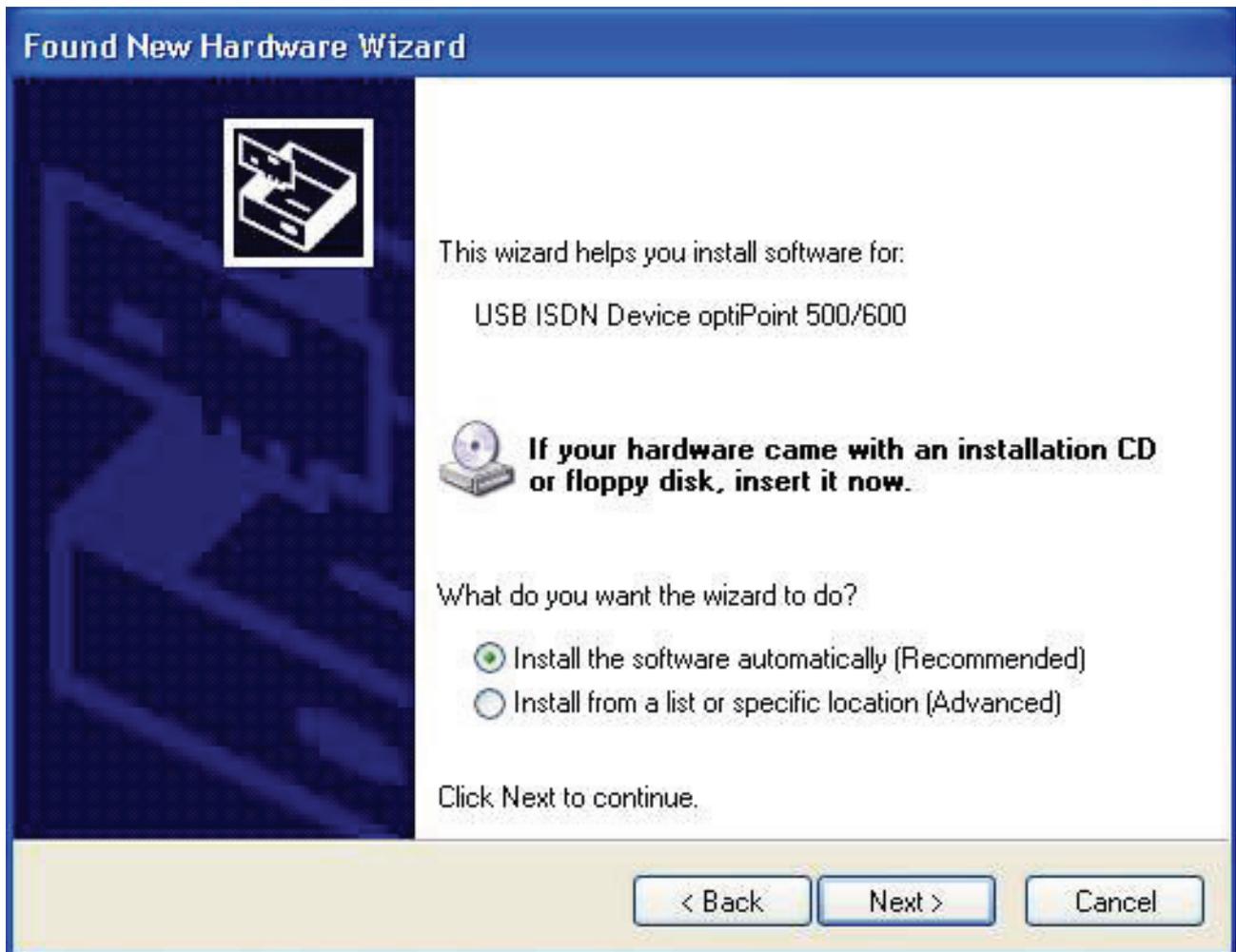


Click the **Continue Anyway** button. At the end of installation following dialog will appear:



Click the **Finish** button.

Connect the computer and telephone with the USB cable. The Hardware Wizard will be started several times for Windows XP.



Select the option **Install the software automatically (Recommended)** and click on **Next**.

After closing the Hardware Wizard, you can check the installed USB drivers (see Section 3.3). The TAPI Service Provider can now be installed (see Section 4).

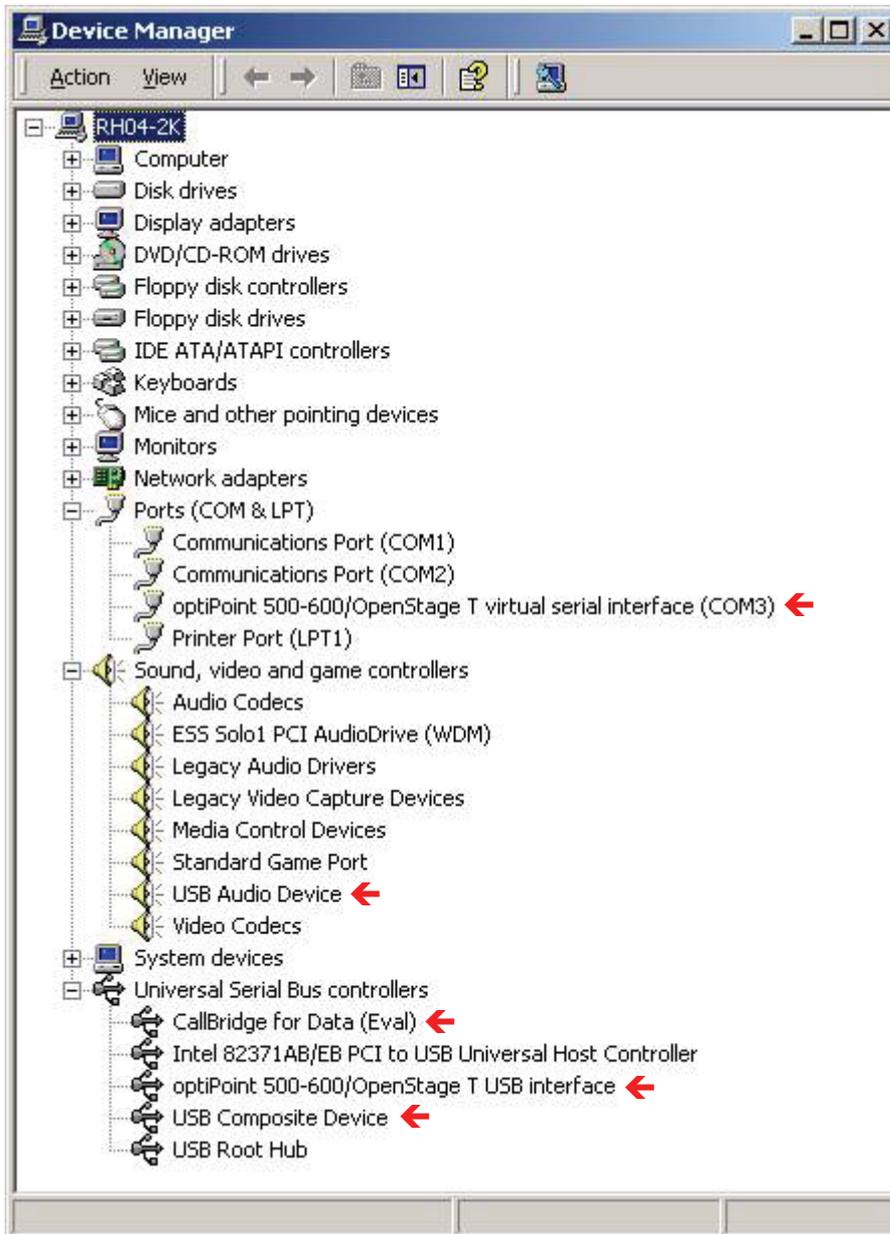
Installing the USB drivers

Check USB driver

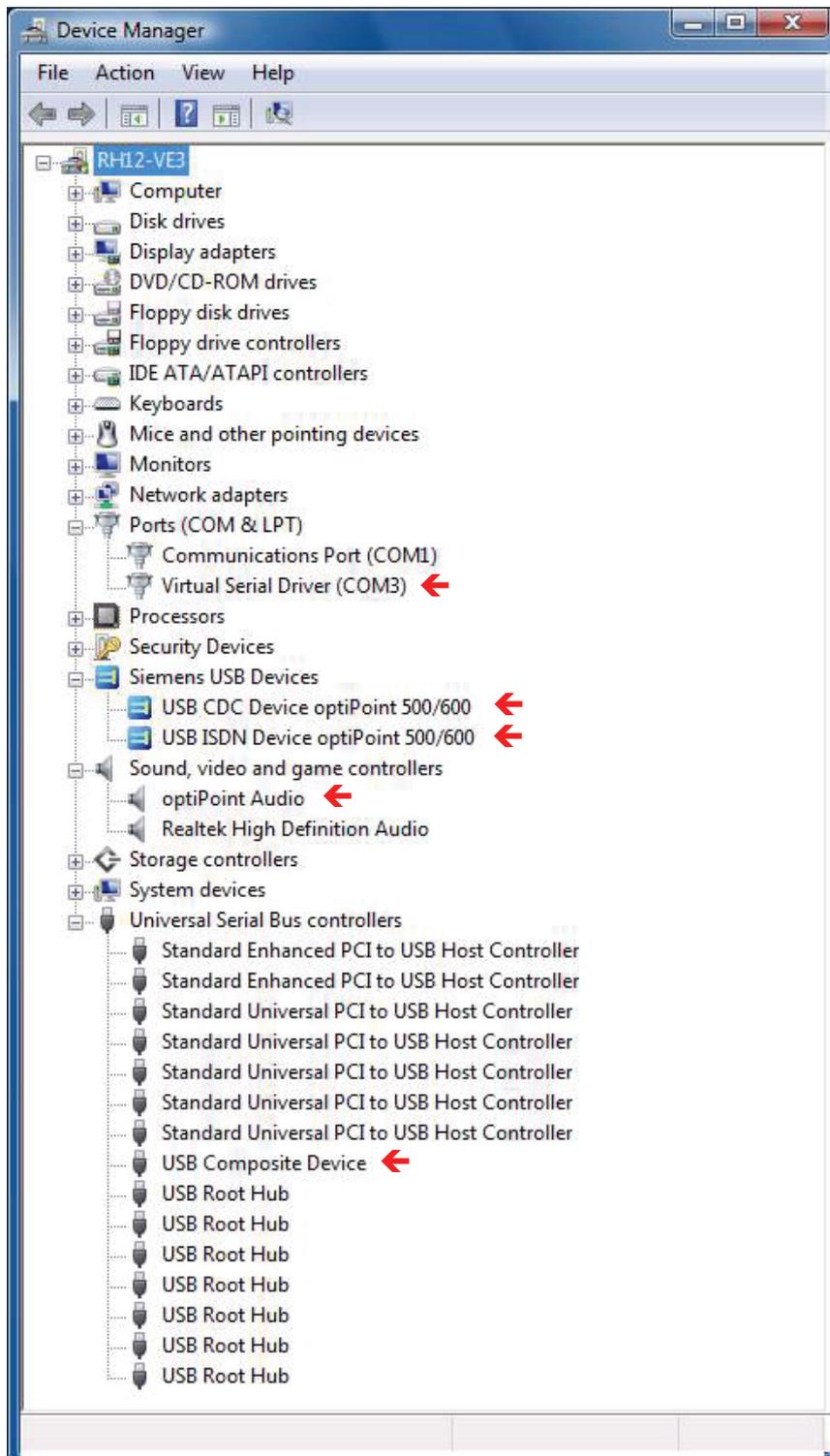
3.3 Check USB driver

To check the installed USB driver, start the Device Manager. The devices indicated with an arrow must be installed.

For Windows 2000:



For Windows XP, 2003, Vista:



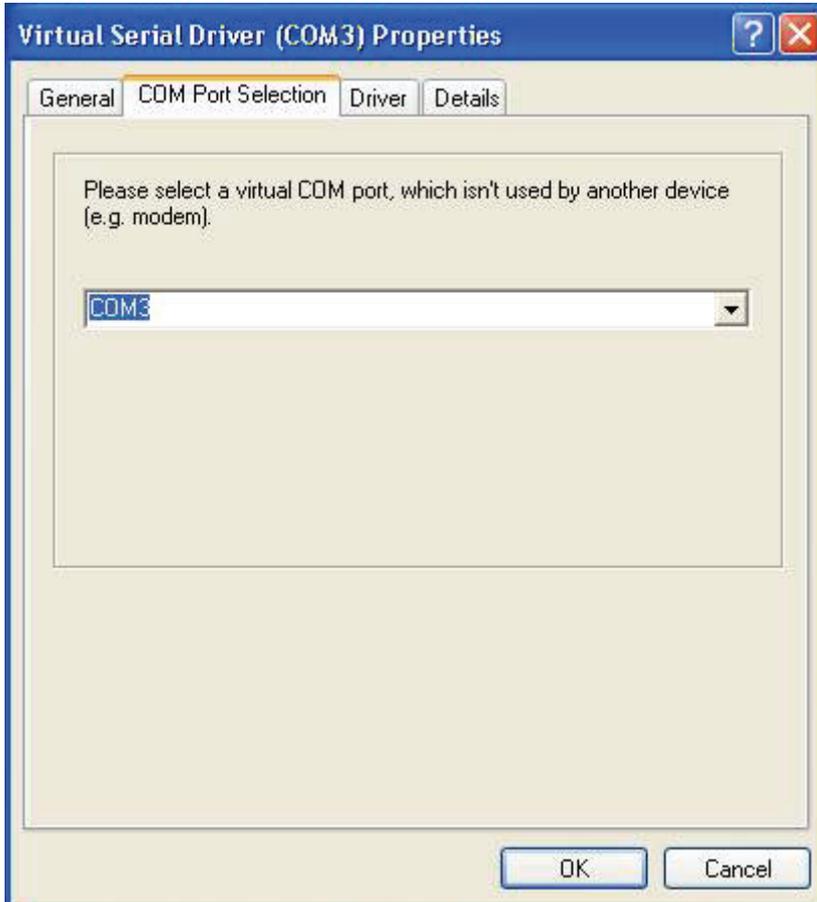
USB driver installation is now complete. Before you can use your TAPI applications, the TAPI Service Provider must be installed (see Section 4).

Installing the USB drivers

Changing the virtual COM port

3.4 Changing the virtual COM port

You can change the virtual COM port (COM1–COM16) that was assigned to the telephone during installation. To do so you must open the Device Manager. In the **Properties** dialog for the device **optiPoint 500-600/OpenStage T virtual serial interface (COMx)** resp. **Virtual Serial Driver (COMx)**, click the **COM Port Selection** tab. The following dialog will appear:



Select a virtual COM port (COM1-COM16) for the telephone which is not being used for another device (such as a modem). Click **OK**.

3.5 Updating or deinstalling the USB drivers

The current USB drivers for the telephone come with the current version of CallBridge Collection (see Section 2.5).

Windows 2000

The USB drivers for Windows 2000 can be deinstalled by the program `USB_Uninstall.exe` in subdirectory `\USB_Windows_2000\tools`. Start `USB_Uninstall.exe` and follow the dialogs. After the computer restart the USB drivers are deinstalled.

For an update of the USB drivers the computer shall be reconnected to the telephone via the USB cable. The Hardware Wizard (see Section 3.1) will start again automatically and you can proceed to install the current USB drivers.

Windows XP, 2003, Vista

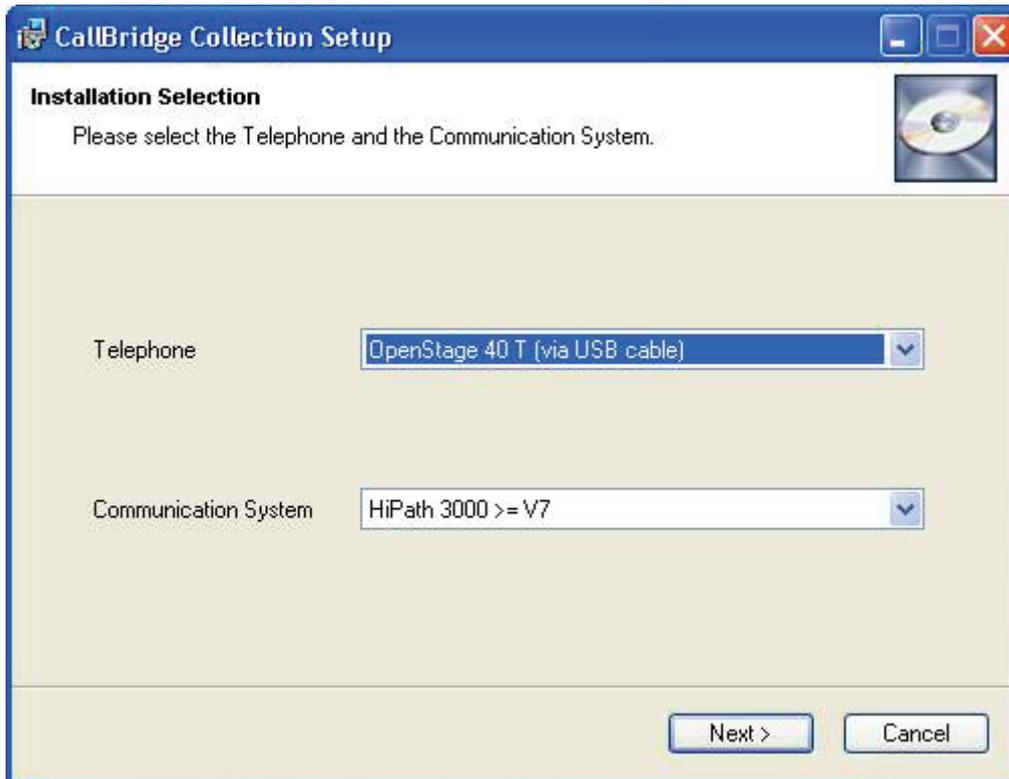
The USB drivers for Windows XP, 2003, Vista can be deinstalled as follows: Start the program **Add or Remove Programs** (resp. **Programs and Features**) in the Control Panel. Select **Siemens USB Driver V2 Management Center** and click **Remove** (resp. **Uninstall**). Follow the dialogs.

The USB drivers for Windows XP, 2003, Vista can be updated as follows: Double-click the new `Setup.exe` in subdirectory `\USB_Windows_XP_2003_Vista` (see Section 3.2).

4 Installation and configuration of the TAPI Service Provider

Once the drivers have been installed (see Section 2.5), you can start the installation and configuration of TAPI Service Provider. Double-click the file `setup.exe`.

The following dialog will appear:



Select the telephone and the communication system and click **Next**.

The following dialog appears before the installation of CallBridge TU is completed:



Select the settings described and click **OK**.

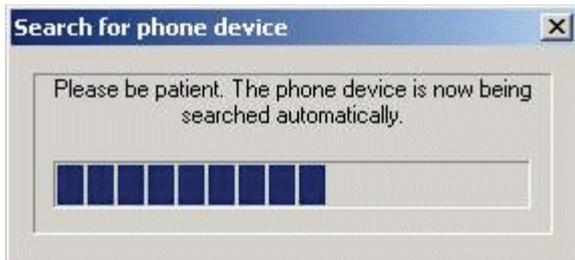
Click **Finish** to complete the installation of TAPI Service Provider.

4.1 Configuration

The configuration of TAPI Service Provider will be done as follows:

In the **Control Panel**, start the program **Phone and Modem Options**. Click on **Advanced** and select the **CorNet-TS TAPI Service Provider** (this is CallBridge Collection). Click **Configure** and follow the dialogs.

CallBridge TA/TU automatically detects the connected telephone:



If no telephone is found, the following dialog will appear:

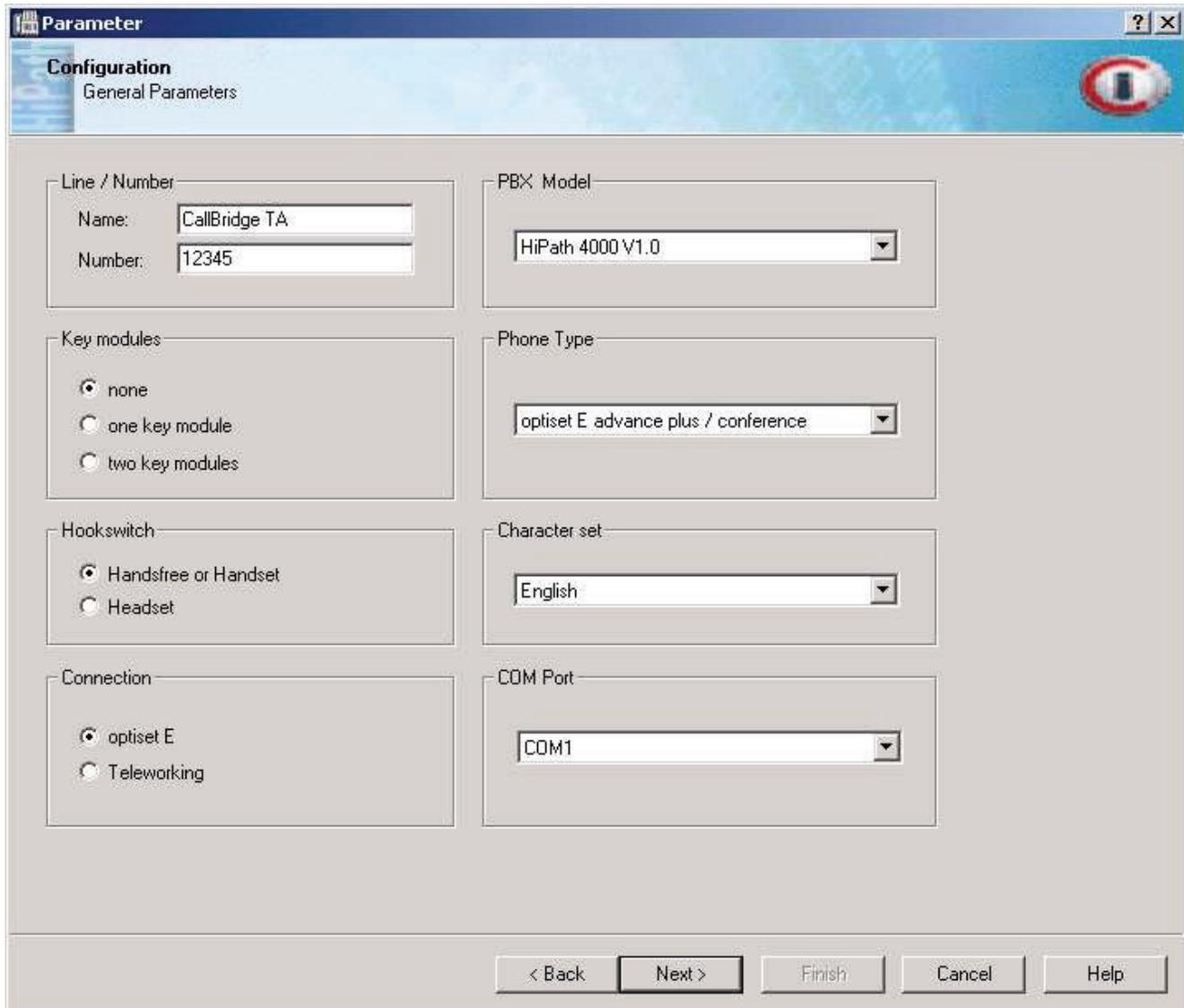


Installation and configuration of the TAPI Service Provider

Configuration

Depending on which telephone you selected, one of the following three dialogs will appear.

CallBridge TA



The screenshot shows a Windows-style dialog box titled "Parameter" with a "Configuration" tab. The "General Parameters" section is active. The dialog is organized into several groups:

- Line / Number:** Name: CallBridge TA, Number: 12345
- PBX Model:** HiPath 4000 V1.0
- Key modules:** none (selected), one key module, two key modules
- Phone Type:** optiset E advance plus / conference
- Hookswitch:** Handsfree or Handset (selected), Headset
- Character set:** English
- Connection:** optiset E (selected), Teleworking
- COM Port:** COM1

At the bottom, there are five buttons: "< Back", "Next >" (highlighted), "Finish", "Cancel", and "Help".

Click **Next**.

CallBridge TU

The screenshot shows a Windows-style configuration window titled 'Parameter'. The window has a blue header bar with the title and standard window controls (minimize, maximize, close). Below the header, there is a 'Configuration' section with a sub-tab 'General Parameters'. The main area of the window contains several configuration fields:

- TAPI Line:** A group box containing two text input fields: 'Name' with the value 'CallBridge TU' and 'Number' with the value '12345'.
- PBX Model:** A dropdown menu currently showing 'HiPath 3000 >= V5.0'.
- Phone device:** A dropdown menu currently showing 'optiPoint 500 standard'.
- Character set:** A dropdown menu currently showing 'English'.
- Support for common hold queue:** An unchecked checkbox.

At the bottom of the window, there is a row of five buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'. The 'Finish' button is highlighted with a darker border.

Click **Next**.

Installation and configuration of the TAPI Service Provider

Configuration

CallBridge IP

The screenshot shows a Windows-style configuration window titled "Parameter" with a sub-tab "Configuration" and "General Parameters". The window contains several sections for configuring a CallBridge IP line:

- Line / Number:** Name: CallBridge IP, Number: 12345
- PBX Model:** HIPath 4000 V2/V3
- Phone Type:** optiPoint 410 standard
- Hookswitch:** Handsfree or Handset, Headset
- Character set:** English
- Phone Discovery:** Number: 12345, MAC Address: 1a:2b:3c:4d:5e:6f, IP Address: 111.222.111.222, User Password: [masked]. Each discovery method has a "Find IP" button.

At the bottom of the window are navigation buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

Click **Next**.

4.1.1 Explanation of the entry fields

- **TAPI Line**

Name: The choice of name is unrestricted, for example user name.

Number: Enter your telephone's station number.

- **Key modules**

Enter the number of the key modules connected to the telephone. You can configure additional function keys on a key module.

- **Hookswitch**

If no headset is connected to the telephone, select **Handsfree** or **Handset**.

If a headset is connected to the telephone, configure one of the keys as the headset key (see Section 4.4) and select **Headset**.

- **Connection (for CallBridge TA only)**

If the TSP is to be used in a teleworking configuration without optiset E, select **Teleworking**.

- **Support for common hold queue**

Select this option to show all hold calls in the Common Hold Queue.

- **PBX Model**

Select the exact version of your communication platform. For assistance, ask your service personnel.

- **Phone Type**

Select the type of telephone which is connected to your computer. You will find the exact name on the underside of the telephone.

- **Character set**

Select the language in which texts should be shown on the telephone.

- **COM Port (CallBridge TA only)**

Displays the phone's COM Port.

Installation and configuration of the TAPI Service Provider

Configuration

- **Phone Discovery (CallBrige IP only)**

CallBridge IP will only go into operation if the number, IP address and the user password for your telephone have been specified.

- **Number**

Enter your telephone's station number. Click **Find IP** to determine the MAC address and IP address of your telephone.

- **MAC Address**

Enter the MAC address of your telephone. You will find the MAC address on the bottom of the telephone, named serial number (Ser.Nr.). Click **Find IP** to determine the station number and the IP address of your telephone.

- **IP Address**

Enter your telephone's IP address.

- **User-Password**

For CTI authentication, CallBridge IP requires the user password set up in your telephone with at least 6 characters.

Exception:

If your optiPoint 410/420/600 HFA still uses an old software version less than V5 R1.31.0, the subscriber password is required instead of the user password.

4.2 Configure codes for Hicom 100 and Hicom 150

If you have selected the telephone systems **Hicom 100 E**, **Hicom 150 E** or **Hicom 150 E Office** then the following dialog will appear:

The screenshot shows a configuration window titled "Codes" with a subtitle "Configuration General Parameters". The window is divided into three main sections:

- General:** Contains three input fields: "*3" (Code for conference), "*53" (Code for tone dial (DTMF)), and "*58" (Code for callback).
- Call forward:** Contains two input fields: "*1" (Code for call forward all on) and "#1" (Code for call forward all off).
- Do not disturb:** Contains two input fields: "*97" (Code for do not disturb on) and "#97" (Code for do not disturb off).

On the right side of the window, there are two buttons: "Apply" and "Default". At the bottom of the window, there are five buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

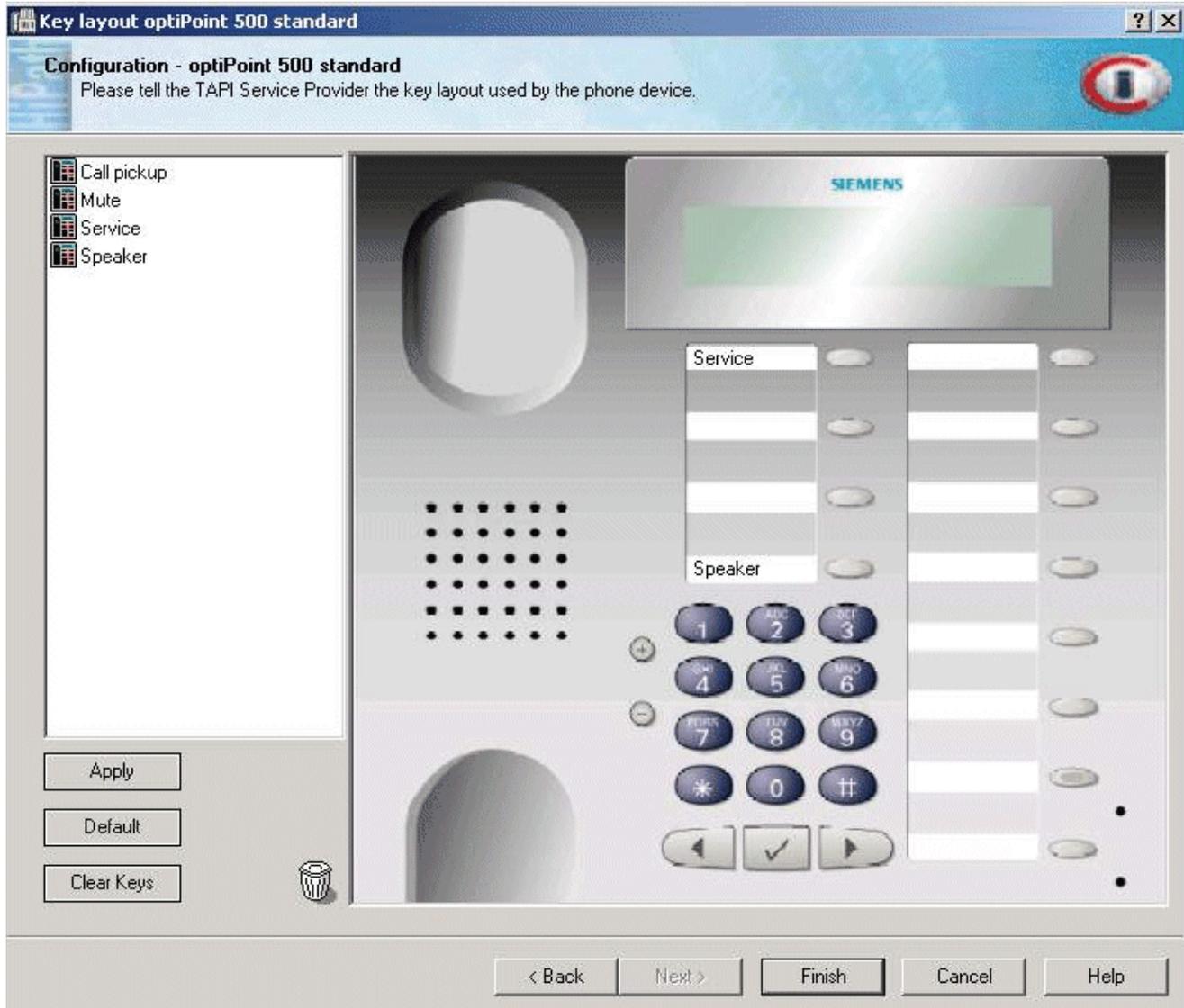
Check the default setting for the codes. If in doubt, ask your service personnel. Click **Next**.

Installation and configuration of the TAPI Service Provider

Setting the key assignment for Hicom 100, Hicom 150 and HiPath 3000 up to V4

4.3 Setting the key assignment for Hicom 100, Hicom 150 and HiPath 3000 up to V4

There are only a few function keys to be configured on these communication platforms. Most features are automatically available on the telephone for the TAPI application. The following dialog will appear:



Carry out the key assignment and click on **Finish**.

4.4 Setting the key assignment for Hicom 300 and HiPath 4000 V1

For these communication platforms the following function keys are always available. These can only be used if the user is authorized for the relevant features:

- Loudspeaker
- Consultation
- Redial
- Mailbox
- Call pickup (group)
- Callback
- Park (group)
- Call forwarding
- Toggle
- Conference
- Disconnect
- Mute
- Output
- Service menu
- Do-not-disturb
- Override/Camp on (call waiting)
- Data key/Nonvoice
- Add-on witness
- Clear

You can add more features manually.



Features that you wish to set when allocating CallBridge Collection keys must also have been programmed and released for the telephone on the communication platform. Otherwise these features are not available for CallBridge Collection, even though they are displayed in the following key assignment setting options.



Every incorrectly made key setting will lead to errors during subsequent operation. For this reason you should make sure that the key assignment carried out in this installation step precisely corresponds to the key installation on the actual telephone.

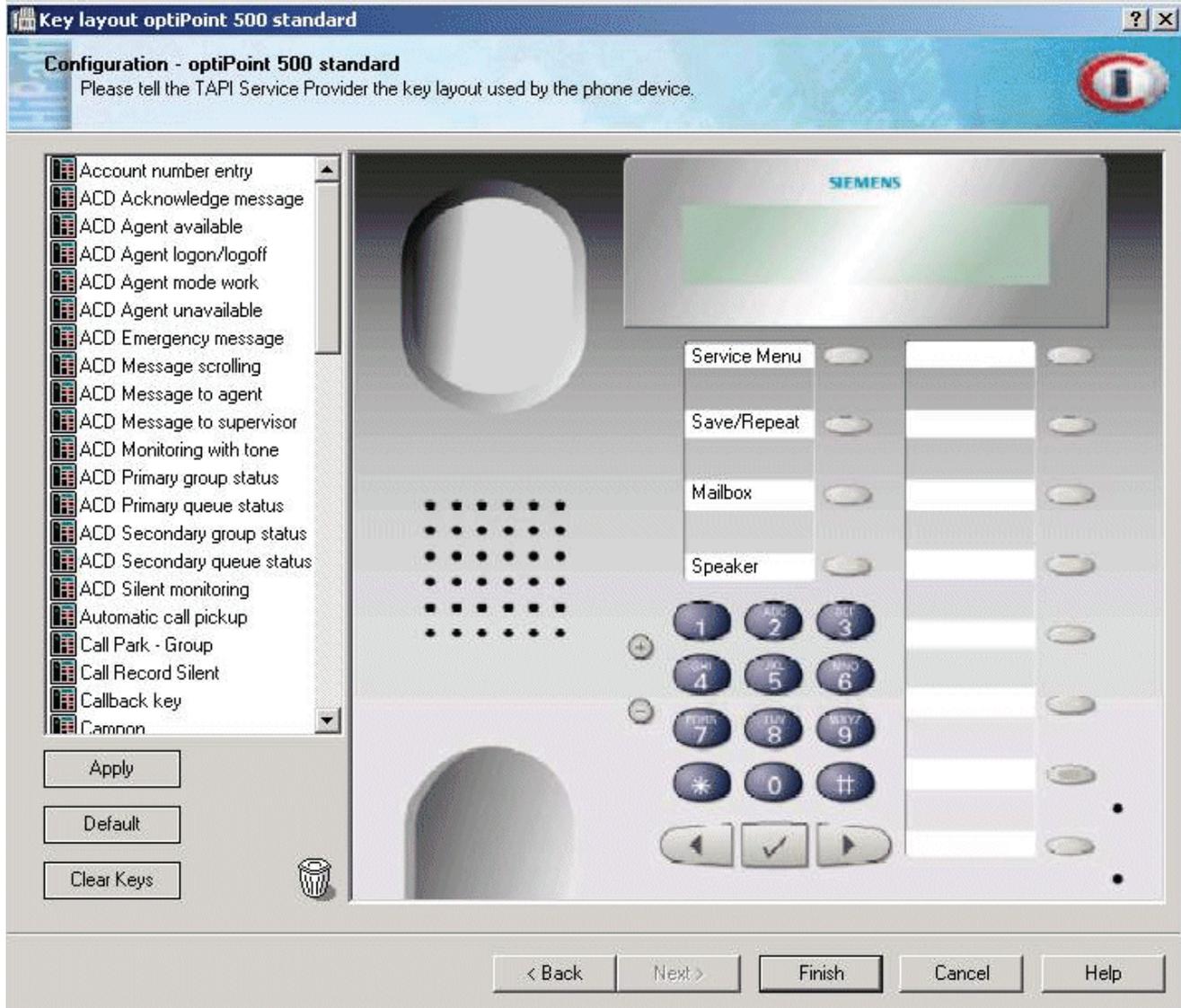
Additional keys

In addition to the key assignment provided, the service personnel may also have set a number of other keys. These keys may be on key modules that do not actually exist. They can, however, be used by the TAPI application.

Installation and configuration of the TAPI Service Provider

Setting the key assignment for Hicom 300 and HiPath 4000 V1

You should now set the individual assignment of the function keys on your telephone:



The default key assignment is set when you click the **Default** button. After this you simply need to set your deviating key assignments.

1. To allocate a feature to a particular key, double-click the required feature and drag it to the key.

OR

To allocate a feature to the next unused key, double-click the required feature.

Installation and configuration of the TAPI Service Provider

Setting the key assignment for Hicom 300 and HiPath 4000 V1

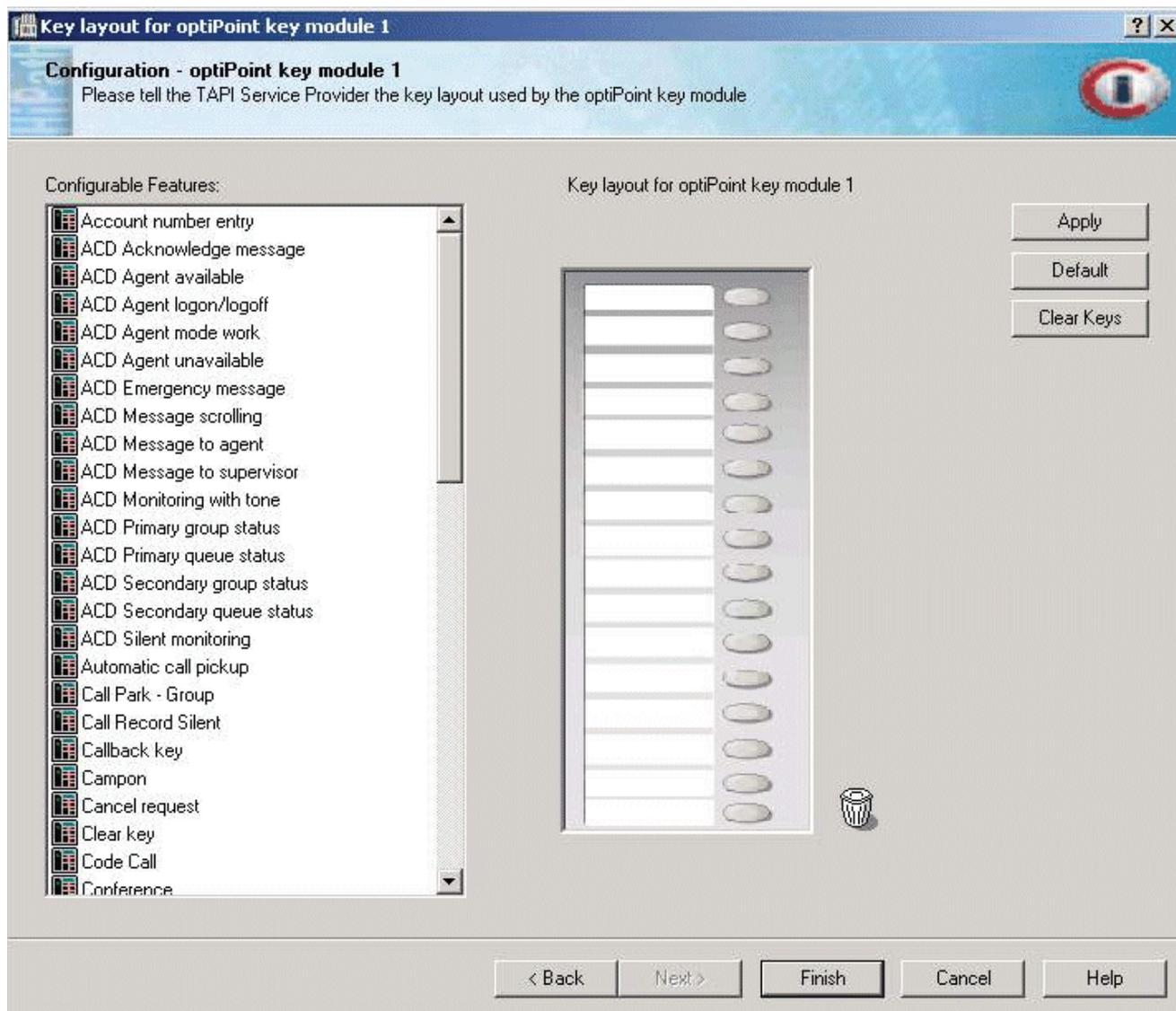
2. If you wish to clear individual keys again, click the content of the key and drag it to the recycle bin.

OR

To clear all keys, click the **Clear Keys** button.

3. Click the **Finish** button to apply the setting and to end the installation.

If you selected **one key module** OR **two key modules** during configuration, the following dialog will appear:



Carry out the key assignment for the key modules and click **Finish**.

Maintenance installation

Determining the version

5 Maintenance installation

If you wish to alter the settings made during initial installation at a later point, then you must carry out a maintenance installation.

5.1 Determining the version

In the **Control Panel**, start the program **Phone and Modem Options**. Click on **Advanced** and select the **CorNet-TS TAPI Service Provider** (this is CallBridge Collection). Click **Configure** and follow the dialogs (see Section 4.1).

5.2 Changing the configuration

In the **Control Panel**, start the program **Phone and Modem Options**. Click on **Advanced** and select the **CorNet-TS TAPI Service Provider** (this is CallBridge Collection). Click **Configure** and follow the dialogs (see Section 4.1).

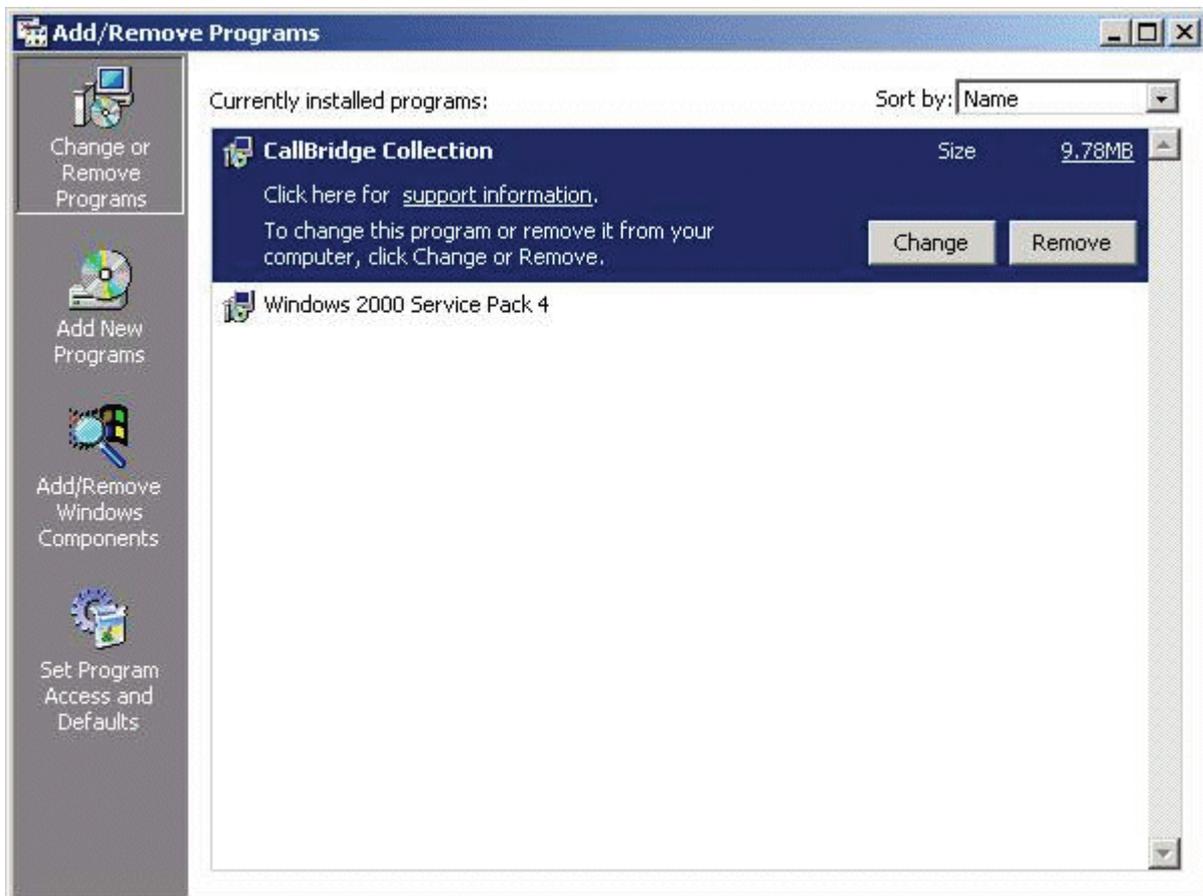
5.3 Changing the platform family or telephone family

5.3.1 Changing the platform family

If your communication platform is replaced (example: HiPath 4000 V1 is replaced by HiPath 4000 V2), the installed TSP must be changed. This can be done by starting the program **Add or Remove Programs** (resp. **Programs and Features**) in the **Control Panel**.

5.3.2 Changing the telephone family

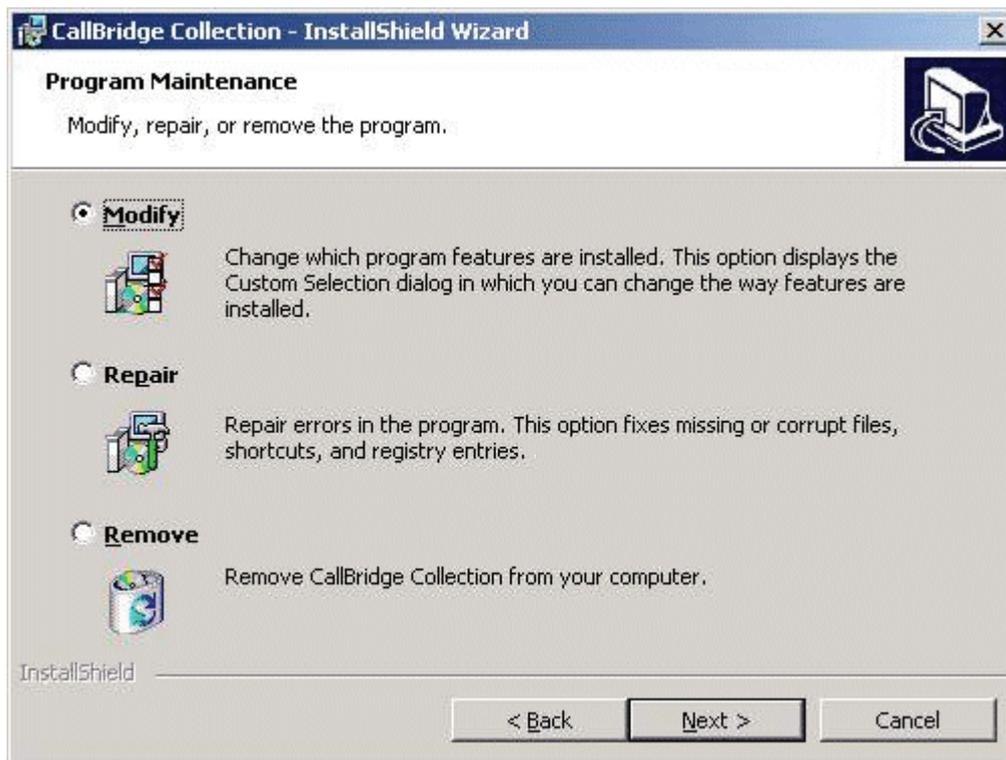
If your telephone is replaced (example: optiPoint 500 is replaced with optiPoint 410) the installed TSP must be changed (example: CallBridge TU must be replaced with CallBridge IP). This can be done by starting the program **Add or Remove Programs** (resp. **Programs and Features**) in the **Control Panel**.



Select **CallBridge Collection** and click **Change**. The following dialog will appear:

Maintenance installation

Updating CallBridge Collection



Select **Modify**. Click **Next** and follow the dialogs (see Section 4).

5.4 Updating CallBridge Collection

Extract the current version of CallBridge Collection. Double-click the new `setup.exe` (see Section 4).

5.5 Repairing CallBridge Collection

Start the program **Add or Remove Programs** (resp. **Programs and Features**) in the **Control Panel**. Select **CallBridge Collection**, click **Change**, select **Repair**, click **Next** and follow the dialogs.

5.6 Removing CallBridge Collection

Start the program **Add or Remove Programs** (resp. **Programs and Features**) in the **Control Panel**. Select **CallBridge Collection**, click **Remove** (resp. **Uninstall**) and follow the dialogs.

6 User instructions

6.1 Replacing optiPoint 500/600 resp. OpenStage 40 T

If you have to replace an optiPoint 500/600 resp. OpenStage 40 T, you should deinstall the USB drivers first. Only the USB drivers for Windows 2000 require this procedure. Double-click on `USB_Uninstall.exe` (see Section 3.5). Once the new telephone has been connected, the USB drivers are reinstalled via the Hardware Wizard. This prevents more than one **optiPoint 500-600 virtual serial interface (COMx)** being installed in the Device Manager.

6.2 Programmer's Guide

The **Siemens Supplement to the Microsoft Windows Telephony Application, Programmer's Guide** documentation describes in detail the TAPI functions, the special features and limitations of **CallBridge Collection** implementation, and the existing TAPI extensions. This documentation is intended for software developers who program TAPI applications with special functions for operation on Hicom/HiPath communication platforms.

The Programmer's Guide may be downloaded free of charge from the internet at www.siemens.com/enterprise/software (under TAPI Drivers).

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