

SIEMENS

CallBridge TU

(CorNet-TS)

Version 1.1

Installation and Administration Manual



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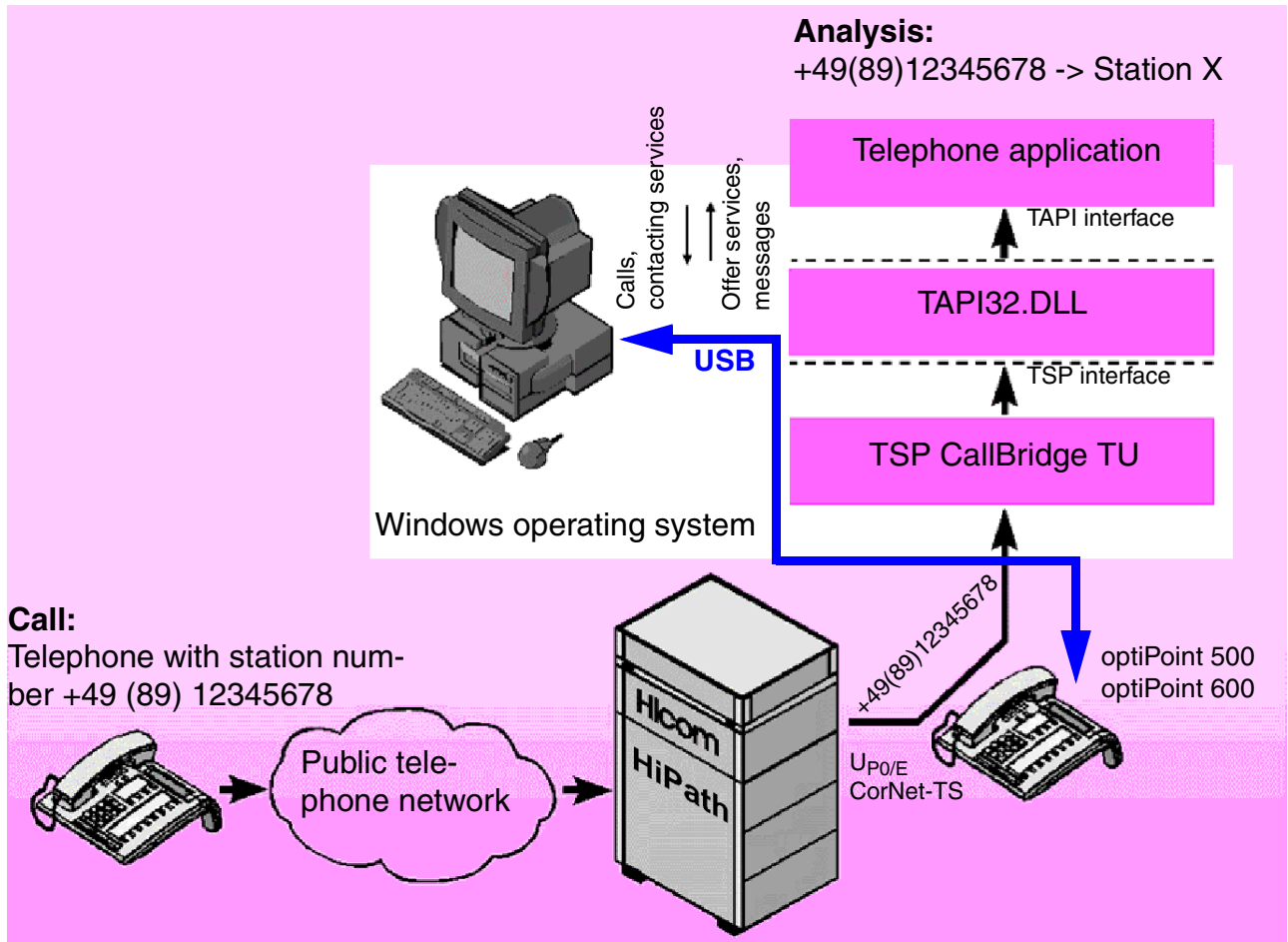
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1 Installation CallBridge TU (CorNet-TS)

Schematic diagram



CallBridge TU (CorNet-TS) (referred to here simply as **CallBridge TU**) is the TAPI service provider (referred to here as **TSP**) with which Siemens ICN provides an open software interface on the PC for the optiPoint 500 or optiPoint 600 telephones (referred to here simply as optiPoint 500-600). The software consists of the following components: USB driver and TSP. It enables the optiPoint 500-600 to be controlled from the PC and allows the information supplied by the PABX to be processed. CallBridge TU converts the CorNet-TS protocol for the TSP interface.

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 TU converts these into the appropriate protocol elements for the relevant SIEMENS PABX.

Installation CallBridge TU (CorNet-TS)

TAPI32.DLL

Windows includes the TAPI32.DLL system file. This forms the TAPI interface in the direction of the telephone application and the TSP interface (TSP = TAPI Service Provider) in the direction of CallBridge TU. 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.

USB port

Only one optiPoint 500-600 telephone is connected directly to the computer with the USB cable.



No optiset E telephone may be connected to the computer with a V.24 cable at the same time.

Telephone application

You can use any 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® Phone Dialer (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 + area 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, then, in addition to Outlook, you will also need another commercially available telephone application, such as **Siemens HiPath SimplyPhone for Outlook 3.1**.

CorNet-TS

This **CallBridge TU** uses **CorNet-TS** protocol for controlling the optiPoint 500-600 telephones.

1.1 Overview of CallBridge TA/TU products

The following table provides an overview of other Siemens TAPI service providers for first-party CTI:

TSP for connecting an optiset E to the computer's COM port:	TSP for connecting an optiPoint 500-600 to the computer's USB port:
CallBridge TA (CorNet-TS)	CallBridge TU (CorNet-TS)
CallBridge TA (CorNet-WP Hicom 300)	CallBridge TU (CorNet-WP Hicom 300)
CallBridge TA (CorNet-WP HiPath 4000)	CallBridge TU (CorNet-WP HiPath 4000)

The products may be downloaded free of charge from the Internet at **www.HiPath.com** (under Downloads – Software).

Installation CallBridge TU (CorNet-TS)
Overview of CallBridge TA/TU products

2 Requirements for Installation and Operation

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

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

In this section, the computer requirements, supported telephones and PABX systems are described.

2.1 Computer requirements

Operating systems

- Windows 98 SE (Second Edition)
- Windows Me
- Windows 2000 min. Service Pack 2
- Windows XP Home/Professional

Administrator rights

Under Windows 2000 and Windows XP you need administrator rights to be able to install the software.

Other requirements

- An unused USB port
- A USB cable for connecting the telephone to the computer (recommended: Siemens USB client cable with angled connector for PC connection, ref. no. S30267-Z360-A30)

To the optiPoint 500-600
telephone



PC

- 10 MB free memory on the hard disk

Requirements for Installation and Operation

Supported telephones

2.2 Supported telephones

- optiPoint 500 basic
- optiPoint 500 standard
- optiPoint 500 standard SL (USA only)
- optiPoint 500 advance
- optiPoint 600 office (TDM mode)



CallBridge TU cannot be used in the master-slave configuration. This means that a second optiPoint 500-600 telephone cannot be connected to the U_{P0/E} line via an optiPoint phone adapter.



If an optiPoint 500 advance or an optiPoint 600 office is connected to the PABX systems Hicom 300 E/H with CallBridge TU (CorNet-TS), then only one additional optiPoint key module can be connected to this optiPoint 500 advance or optiPoint 600 office.

2.3 Supported PABX systems

CallBridge TU can be used for the following PABX systems:

- Hicom 100 E
- Hicom 150 E/H
- HiPath AllServe 150
- HiPath 3000
- Hicom 300 E/H
- HiPath 4000

The PABX system used should use the latest software version.

2.4 Configuring the PABX system

Depending on the PABX system used, it may be necessary to make a number of settings when installing CallBridge TU.

2.4.1 Hicom 100 E

Deactivate the "Direct Line Seizure" feature (trunk line without trunk zero) on the PABX system.

2.4.2 Hicom 150 E

CallBridge TU automatically adjusts to the PABX after starting.

Set the following features on the PABX:

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

2.4.3 Hicom 150 E Office, Hicom 150 H, HiPath AllServe 150, and HiPath 3000

CallBridge TU automatically adjusts to the PABX after starting.

2.4.4 Hicom 300 E/H and HiPath 4000

Depending on the PABX system used, it may be necessary to make a number of settings when installing CallBridge TU.



When configuring a call pickup group, you must observe the project planning rules of the PABX system because otherwise there could be functional problems when operating the CallBridge TU.

If you are not authorized to set the PABX or if you do not have the necessary knowledge, you should contact your system administrator.

Perform the following settings:

1. If the optiPoint 500-600 telephone is integrated in a call pickup group (PU group), you can ask your system administrator to check the number of stations in the PU group and the allocation of subscribers to the Hicom SLMO line cards.

Requirements for Installation and Operation

Configuring the PABX system

2. Ask your system administrator to set the parameters for each station on the PABX in accordance with examples given below.

– Hicom 300 E/H

```
ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,DVCFIG=OPTISET,
OPTICOM=YES,OPTICA=1,...;
```

– HiPath 4000 V1.0

```
ADD-SBCSU:STNO=12345,OPT=OPTI,CONN=DIR,DVCFIG=OPTIP500,
OPTICOM=YES,...;
```

3. In the case of OPTICOM=YES, 20 key functions are pre-assigned for the add-on devices OPTIB3 and OPTIB4. These key functions are a requirement for operating the CallBridge TU (refer also to Section 3.3.5). 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;
```

3 Installing and Configuring CallBridge TU

CallBridge TU is installed in two stages:

1. Installation of the USB drivers (see Section 3.2)
2. Installation of the TAPI Service Provider (see Section 3.3)

3.1 Preparation

CallBridge TU may be downloaded free of charge as a ZIP file from the Internet at **www.Hi-Path.com** (under Downloads – Software). Unpack the ZIP files to a directory on the computer (for example C:\CBTU).

3.2 Installing the USB drivers

Before the TAPI Service Provider can be installed and configured (see Section 3.3), the USB drivers for the telephone must be installed. The USB drivers are based on the "plug & play" principle. If the computer and the telephone are connected via the USB cable, the Hardware wizard will start automatically.

3.2.1 Installation under Windows 98 SE



For this reason, please have your **Windows 98 SE** CD-ROM readily available. You may be prompted to place this CD in the CD-ROM drive.



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 is displayed:

Installing and Configuring CallBridge TU

Installing the USB drivers



Select the option **Search for the best driver for your device (Recommended)** and click **Next**. The following dialog is displayed:



Select **Specify a location**. Enter the directory in which you unpacked the ZIP file (see Section 3.1) and click **Next**.

After closing the Hardware wizard, you can check the installed USB drivers (see Section 3.2.5). The TAPI Service Provider can now be installed (see Section 3.3).

3.2.2 Installation under Windows Me



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 **Specify the location of the driver (Advanced)** and confirm with **Next**. The following dialog will appear:




Select the option **Search for the best driver for your device (Recommended)** and **Specify a location**. Enter the directory in which you unpacked the ZIP file (see Section 3.1) and click **Next**.

After closing the Hardware wizard, you can check the installed USB drivers (see Section 3.2.5). The TAPI Service Provider can now be installed (see Section 3.3).

Installing and Configuring CallBridge TU

Installing the USB drivers

3.2.3 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 directory in which you unpacked the ZIP file (see Section 3.1) and click **OK**.

After closing the Hardware wizard, you can check the installed USB drivers (see Section 3.2.5). The TAPI Service Provider can now be installed (see Section 3.3).

Installing and Configuring CallBridge TU

Installing the USB drivers

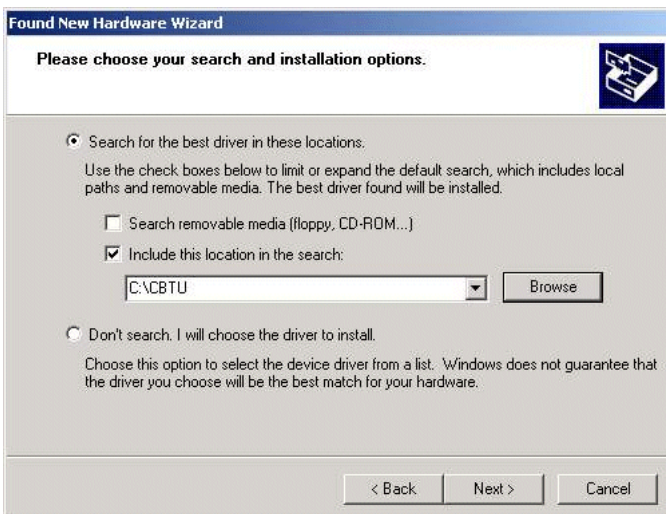
3.2.4 Installation under Windows XP

 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 **Install from a list or specific location (Advanced)** and click **Next**. The following dialog will appear:



Select **Search for the best driver in these locations** and **Include this location in the search**. Enter the directory in which you unpacked the ZIP file (see Section 3.1) and click **Next**.



Click the **Continue Anyway** button.

After closing the Hardware wizard, you can check the installed USB drivers (see Section 3.2.5). The TAPI Service Provider can now be installed (see Section 3.3).

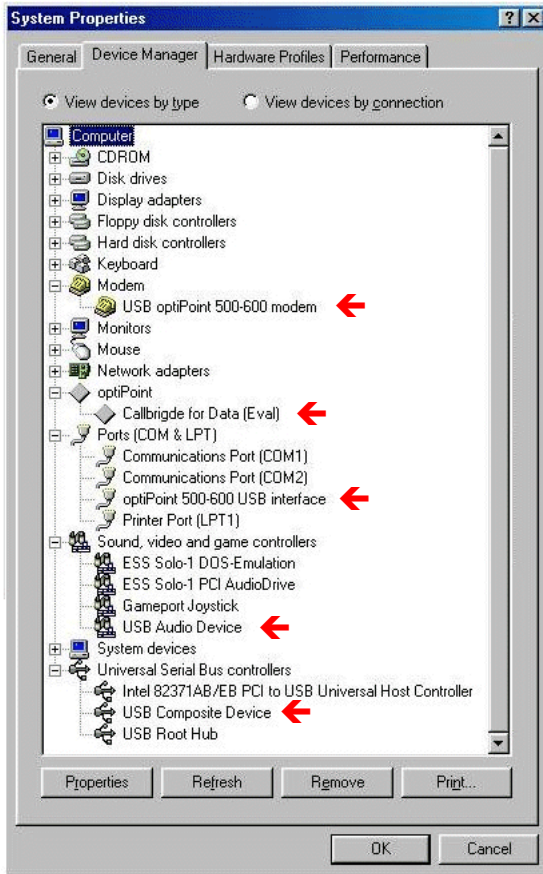
Installing and Configuring CallBridge TU

Installing the USB drivers

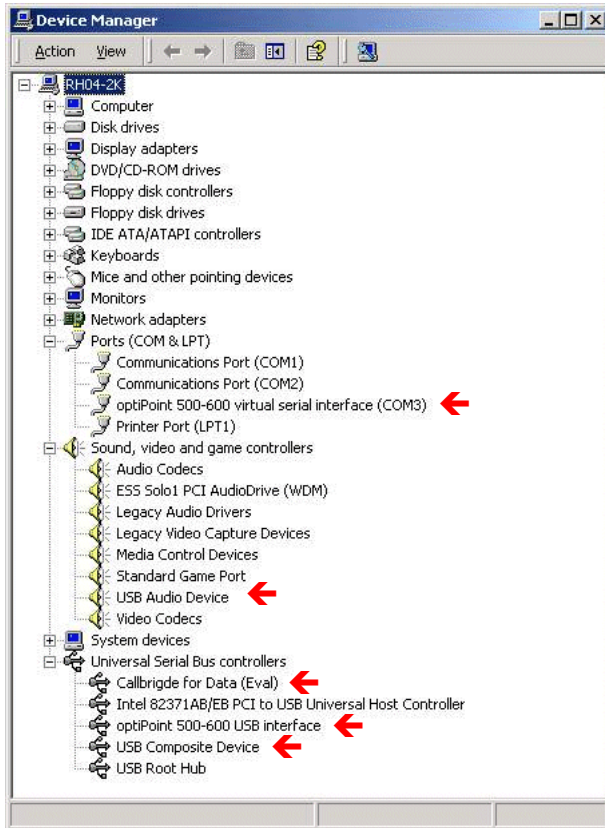
3.2.5 Check USB driver

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

For Windows 98 SE and Windows ME:



For Windows 2000 and Windows XP:



USB driver installation is now complete. Before you can use your TAPI applications, the TAPI Service Provider must be installed (see Section 3.3).

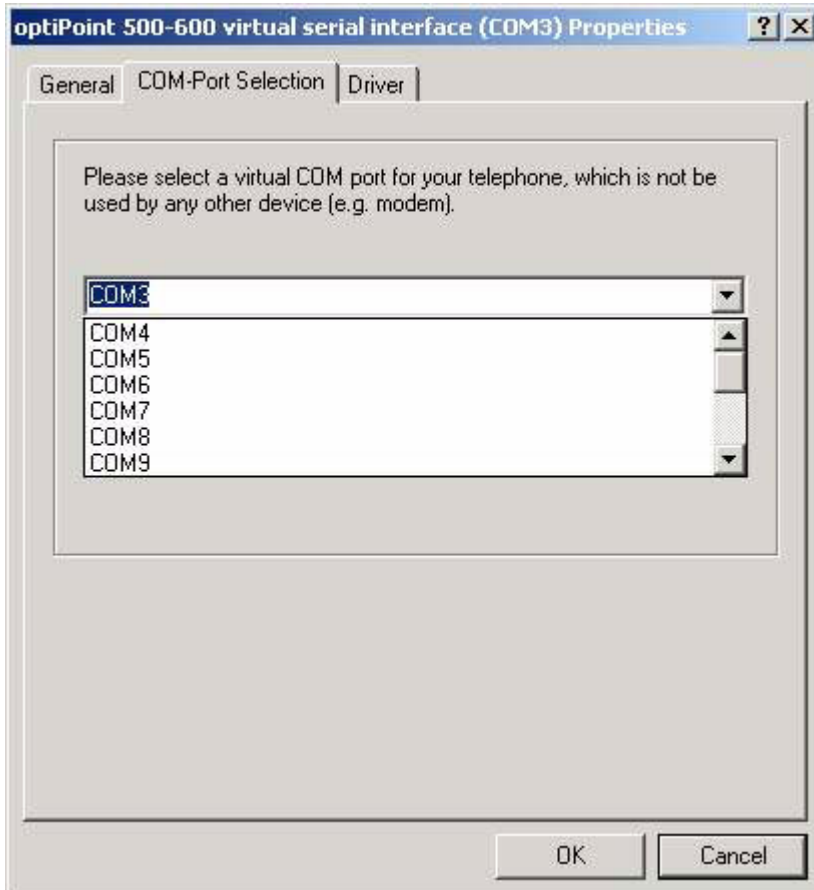
Installing and Configuring CallBridge TU

Installing the USB drivers

3.2.6 Change virtual COM port

Under Windows 2000 und Windows XP, you can change the virtual COM port (COM3–COM16) for the optiPoint 500-600, which was found during installation.

Start the Device Manager. In the **Properties** of the device **optiPoint 500-600 virtual serial interface (COMx)** you will find the tab **COM-Port Selection**. The following dialog will appear:



Select a virtual COM port (COM3–COM16) for the telephone which is not being used for another device (such as a modem). Click **OK**.

3.2.7 Update or uninstall USB drivers

The current USB drivers for optiPoint 500-600 are part of the current version of CallBridge TU, which may be downloaded free of charge from the Internet at **www.HiPath.com** (see Section 3.1).

To update the USB drivers, you have to uninstall the USB drivers first. Proceed as follows:

1. Download and unpack the current version of CallBridge TU.
2. Start the programm **USB_Uninstall.exe** in the subdirectory **\tools** of the ZIP file. Follow the dialogs. After PC restart the uninstall of USB drivers is complete.
3. If the computer and the telephone are connected again via the USB cable, the Hardware wizard will start automatically (see Section 3.2). The current USB drivers can be installed now.

Installing and Configuring CallBridge TU

Installation and configuration of the TAPI Service Provider

3.3 Installation and configuration of the TAPI Service Provider

Once the USB driver has been installed (see Section 3.2), you can install and configure the TAPI Service Provider.

Start the file **setup.exe** (see Section 3.1).



You need to uninstall a previously installed "old" CallBridge TA Version 1.0.13.016 (or later) before you can proceed with the installation.

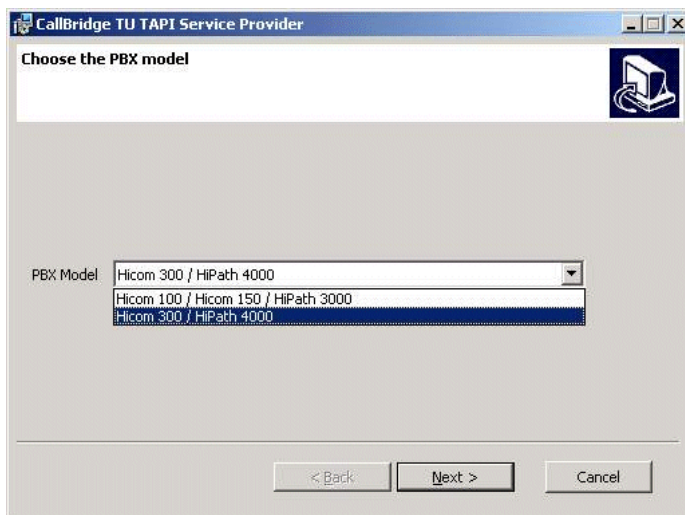
1. In the **Control Panel**, start the program **Phone and Modem Options** (or **Telephony**) and select **Advanced Options** (or **Telephony Driver**). If **CorNet-TS TSP 1.0.13.016** (or later) appears in the list, the "old" CallBridge TA is installed.
2. Close your TAPI application.
3. Uninstall the old CallBridge TA version.
4. Reboot your computer.



Under Windows 98 SE and Windows Me, the computer may re-start after the installation is completed.

3.3.1 Selecting a PABX system

The following dialog will appear:



Select the system family to which your telephone is connected and click on **Next**.

An additional dialog shows information about the product and file versions. Click **Next**.

3.3.2 Searching for the phone device

The connected phone device is now automatically detected:

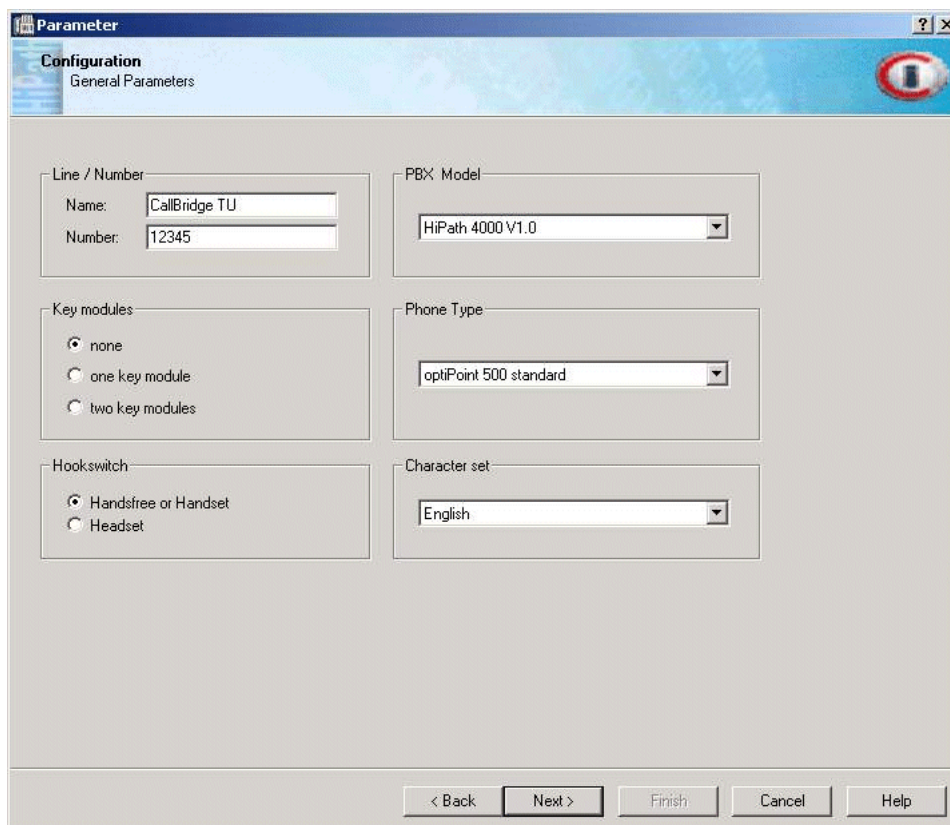


If no phone device is found, the following dialog will appear:



3.3.3 Configuration

If a phone device is found, the following dialog will appear (example Hicom 300/HiPath 4000):



Installing and Configuring CallBridge TU

Installation and configuration of the TAPI Service Provider

- **Line / Number**

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

Number: Enter the station number of your telephone.

- **Key modules**

Enter the number of the optiPoint key module connected to the telephone. Additional function keys can be configured on an optiPoint key module.

- **Hookswitch**

If the headset is to be used for making or receiving calls, select **Headset**.

- **PBX Model**

Select the exact version of your PABX system. For assistance, ask your system administrator.

- **Phone type**

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

- **Character set**

Select the language in which texts are shown on the telephone.

Click **Next**.

3.3.4 Configure codes for Hicom 100/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 for configuring codes:

- General:**
 - *3 Code for conference
 - *53 Code for tone dial (DTMF)
 - *58 Code for callback
- Call forward:**
 - *1 Code for call forward all on
 - #1 Code for call forward all off
- Do not disturb:**
 - *97 Code for do not disturb on
 - #97 Code for do not disturb off

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

Check the default setting for the codes. If required ask the system administrator. Click **Next**.

Installing and Configuring CallBridge TU

Installation and configuration of the TAPI Service Provider

3.3.5 Setting the key assignment for Hicom 300/HiPath 4000

For the system family Hicom 300/HiPath 4000 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 TU keys must also have been programmed and released for the telephone in the PABX system. Otherwise these features are not available for CallBridge TU, even though they are displayed in the following key assignment setting options.

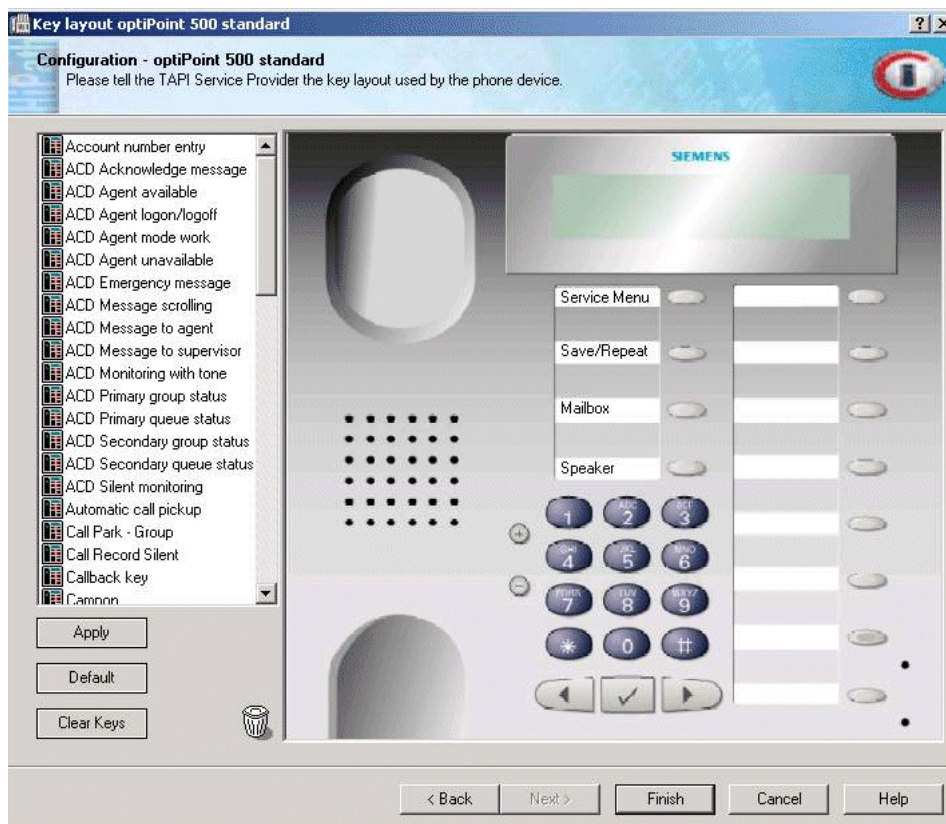


Every incorrectly made key setting will lead to errors during subsequent operation. For this reason you should make sure that the key assignment carried out in this installation step precisely corresponds to the key installation on the actual telephone.

Additional keys

In addition to the key assignment provided, the system administrator 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.

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



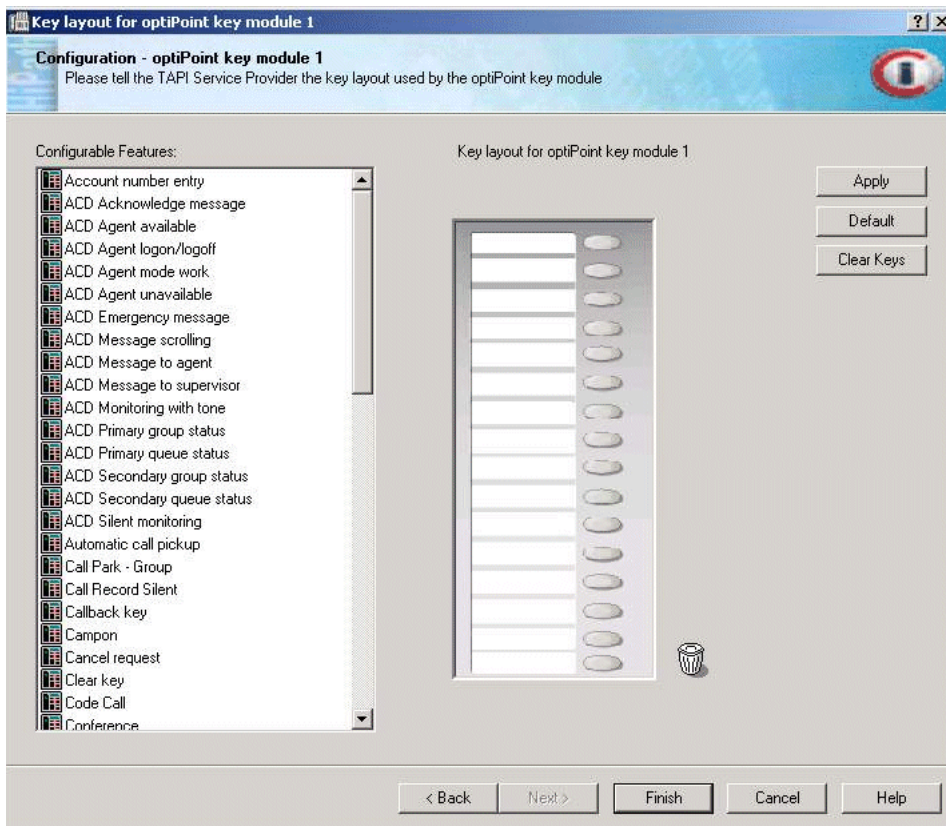
The default key assignment is set when you click the **Default** button. After this you simply need to set your deviating key assignments.

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.
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.

Installing and Configuring CallBridge TU

Installation and configuration of the TAPI Service Provider

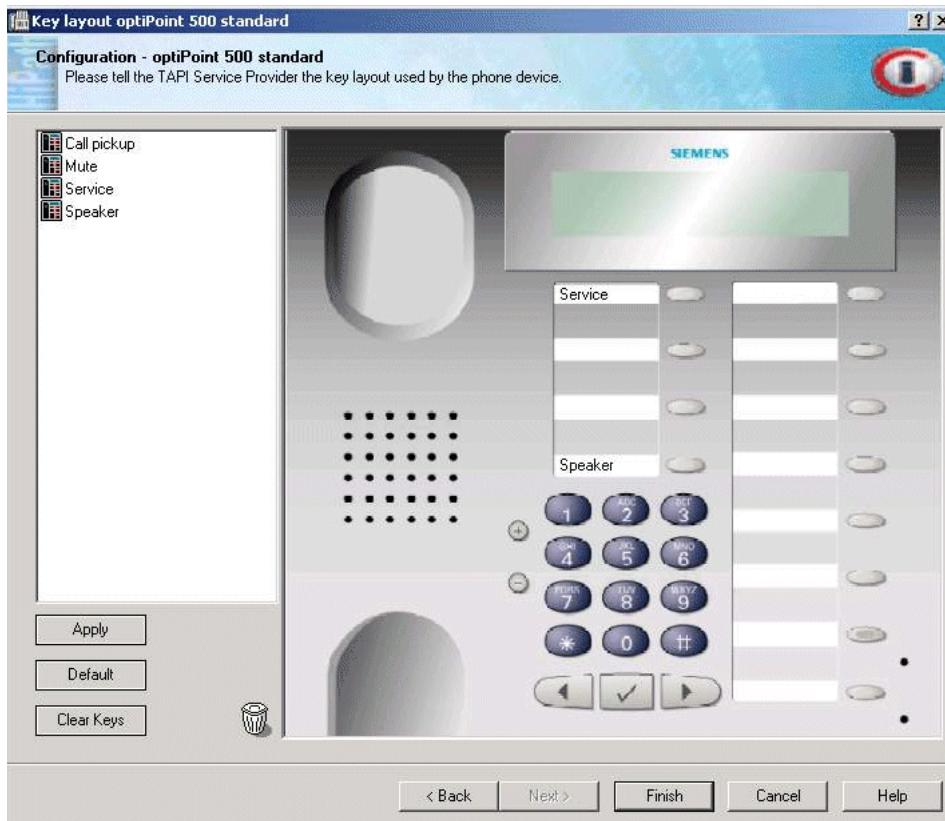
If you selected **one key module** OR **two key modules** during configuration, the following dialog will appear:



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

3.3.6 Setting the key assignment for Hicom 100/Hicom 150 / HiPath 3000

Compared to the system family **Hicom 300/HiPath 4000**, there are only a few functions keys to be configured on the **Hicom 100/Hicom 150 E/HiPath 3000**. 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**.

3.3.7 Warning regarding PC sound

After installation, the following dialog will appear:



Select the settings described and click **OK**. The CallBridge TU installation is now complete.

Installing and Configuring CallBridge TU

Maintenance installation

3.4 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.

3.4.1 Ascertaining the CallBridge TU version

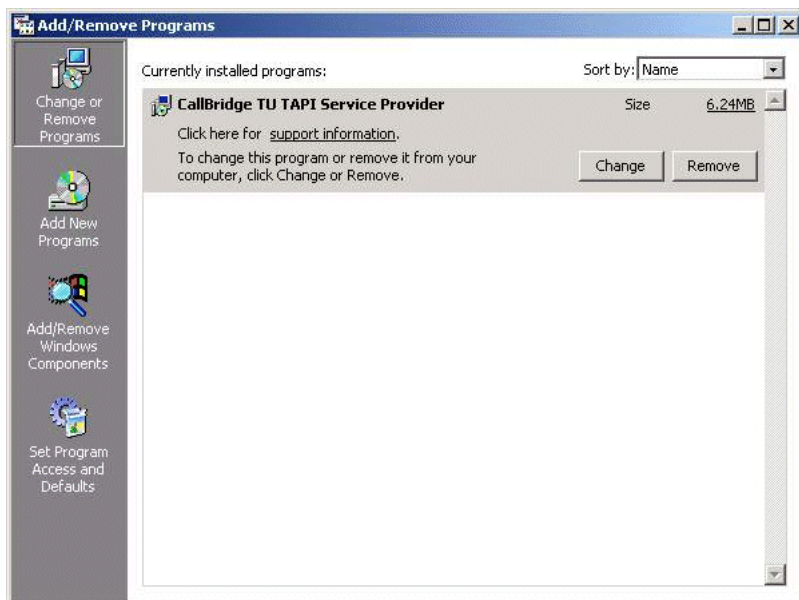
In the **Control Panel**, start the program **Phone and Modem Options** (or **Telephony**). Click on **Advanced Options** (or **Telephony Driver**) and select the **CorNet-TS TAPI Service Provider** (CallBridge TU). Click **Configure** and follow the dialogs (see Section 3.3).

3.4.2 Changing CallBridge TU configuration

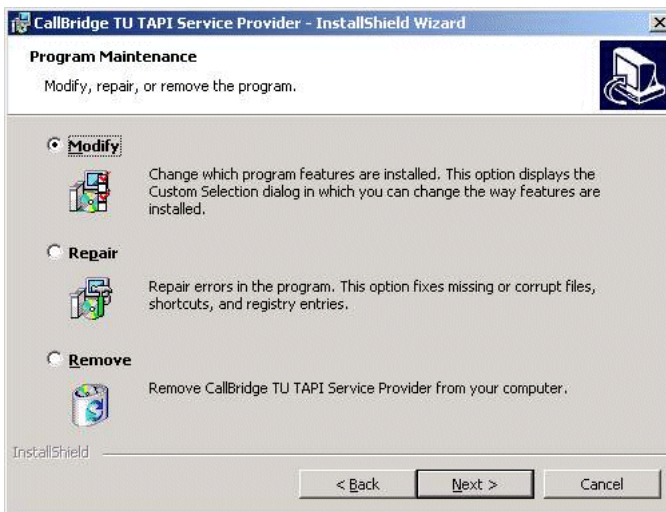
In the **Control Panel**, start the program **Phone and Modem Options** (or **Telephony**). Click on **Advanced Options** (or **Telephony Driver**) and select the **CorNet-TS TAPI Service Provider** (CallBridge TU). Click **Configure** and follow the dialogs (see Section 3.3).

3.4.3 Changing CallBridge TU system family

If your PABX system is replaced (example: Hicom 300 E is replaced by HiPath 4000), resulting in a change of system family (**Hicom 100/Hicom 150/HiPath 3000** or **Hicom 300/HiPath 4000**), then the system family must be changed in CallBridge TU. This can be done by starting the program **Software** in the **Control Panel**.



Select **CallBridge TU TAPI Service Provider** and click **Change**. The following dialog will appear:



Select **Modify**. Click **Next** and follow the dialogs (see Section 3.3).

3.4.4 Update CallBridge TU

The new version is available in the Internet at www.HiPath.com . Start the file **setup.exe** (see Section 3.1).

3.4.5 Repair CallBridge TU

Start the **Software** program in the **Control Panel**. Select **CallBridge TU TAPI Service Provider**, and click **Change**. Select **Repair**. Click **Next** and follow the dialogs.

3.4.6 Remove CallBridge TU

Start the **Software** program in the **Control Panel**. Select **CallBridge TU TAPI Service Provider** and click **Remove**. Select **Remove**. Click **Next** and follow the dialogs.

Installing and Configuring CallBridge TU
Maintenance installation

4 Instructions for use

4.1 Open listening, handsfree

The **optiPoint 500 basic** telephone has 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 handset.

optiPoint 500 standard/advance and **optiPoint 600 office** telephones have "On-Hook Dialing" and "Handsfree" features as well as a loudspeaker key. This means that you can make a call without needing to operate the telephone manually.

4.2 Replacing the optiPoint 500-600 telephones

If you have to replace the optiPoint 500-600 telephone, you should first uninstall the USB drivers. To do this, start the program **USB_Uninstall.exe** (see Section 3.2.7). Once the new telephone has been connected, the USB drivers are reinstalled via the hardware assistant. This prevents more than one **optiPoint 500-600 virtual serial interface (COMx)** being installed in the Device Manager.

4.3 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 when implementation is by means of **CallBridge TU**, and the existing TAPI extensions. This documentation is intended for software houses that program TAPI applications with special functions for operation on Hicom/HiPath PABX systems.

The Programmer's Guide may be downloaded free of charge from the Internet at **www.Hi-Path.com** (under Downloads – Software).

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Programmer's Guide

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An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.