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CTI Manual 991083-5 This manual has been developed by NEC Infrontia LTD It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Document History

Revision 1.0 October 2003 First Release

Revision 1.1 October 2004 Minor Revisions Windows 98/ME Clients removed Troubleshooting section added

Aspire Documents Available.

All documents are available on the Aspire Technical CD (991098-5) and the Aspire ftp site (http://workgroup.xdrive.com).

Code	Title			
991020-5	System Telephone Quick Reference Guide			
991021-5	Basic Telephone Quick Reference Guide			
991022-5	Single Line Telephone Quick Reference Guide			
991023-5	Aspire Hardware Manual			
991024-5	Aspire Features Manual			
991025-5	Message Manager Installer Manual			
991026-5	Aspire Message Manager User Guide			
991078-5	DXE to Aspire Conversion List			
991079-5	Message Manager System Manager Guide			
991080-5	Aspire IP Manual			
991081-5	Aspire DECT Manual			
991082-5	AspireNet Manual			
991083-5	Aspire CTI Manual			
991084-5	Aspire MyPhone Manual			
991092-5	PCPro/WebPro Installation Manual			
991093-5	Aspire Upgrade Procedure			
991104-5	Aspire MySystem Manual			
991177-5	Aspire Feature Handbook			
991198-5	ACD Manual			



Section 1:

Introduction



General Description

The NEC Infrontia Aspire has capability to use Computer Telephony Integration (CTI). It uses the Telephony Application Programming Interface (TAPI) 2.1 protocol. To allow CTI an Ethernet interface is present on the NTCPU.

TAPI 2.1 based CTI realises third party call control features such as ACD, Predictive Dialing, and Call Routing.





Requirements

Following are the minimum specifications required to use CTI (TAPI2.1) interface feature.

Telephone System

IP1E-NTCPU

CTI Server

Operating System	Windows NT Server (Min SP6a) Windows 2000 Server (Min SP3) Microsoft Windows Server 2003			
СРИ	Pentium 500MHz or higher recommended			
Memory	256MB or more			
Drives	Free Space 10GB or over			
	CD-Rom Drive			

Note: The above are the specification for TAPI set-up only. They may differ when you install an application.

A dedicated PC Server is recommened for Aspire CTI Server.

The setup requires you to be logged onto the PC Server as a Local Administrator.

The server should be connected to the network via the TCP/IP Protocol (Including WINS, DNS services), and should include the appropriate number of Client Access Licenses.

An IT Administrator is normally required during the installation.

The backup procedure and virus defence is the responsibility of the customer.

CTI Client PC (Optional)

Operating System	Windows ME Windows 2000 Professional (Min SP3) Windows XP Professional (Min SP1)	
СРИ	Pentium 500MHz or higher recommended	
Memory	256MB or more	

The setup requires you to be logged onto the PC Server as a Local Administrator.

The server should be connected to the network via the TCP/IP Protocol (Including WINS, DNS services), and should include the appropriate number of Client Access Licenses.

An IT Administrator is normally required during the installation.



Requirements

The Ethernet interface is located on the NTCPU. This is a 10/100MB RJ45 Ethernet connection.



The following basic commands must be set.

10-12 : NTCPU Network Settings

Assign a TCP/IP Address, Subnet Mask and Default Gateway to the NTCPU.

10-12-01 IP Address	Aspire IP Address = 0-255.0-255.0-255.0-255
10-12-02 Subnet Mask	Aspire Subnet Mask = 0-255.0-255.0-255.0-255
10-12-03 Default Gateway	Aspire Default Gateway = 0-255.0-255.0-255.0-255

10-20 : External Equipment LAN Settings

Assign the TCP port and Keep alive timer.

TCP Port No	0-65535 (8181 Recommended)
Keep Alive Timer	0-255 seconds (Default 30 Seconds)



Section 2:

Aspire TSP Install



Installation Procedure

1) Double click on the Setup.exe file. Click NEXT when you see the following Welcome Screen.

Aspire Telephony Service Pro	vider Setup	×
	Welcome to the InstallShield Wizard for AspireTSP The InstallShield® Wizard will install AspireTSP on your computer. To continue, click Next.	
	< Back Next > Cancel	

2) At the Aspire Telephony Service Provider Setup screen select Server and click Next

Aspire relephony service Provider Secup	
Set up Install Computer	
Please select computer as you use for Install	
 Server 	
C Client	
InstallShield	
	< <u>B</u> ack <u>N</u> ext > Cancel

3) Choose Destination Location screen appears allowing you to choose the destination folder where you install the TAPI driver. Click Next to accept the default target folder. If necessary, click Browse to choose a different drive or folder.

spire Telephony Service Provider Setup		
Choose Destination Location Select folder where Setup will install files.		A.
Setup will install AspireTSP in the following fold	der.	
To install to this folder, click Next. To install to another folder.	a different folder, click	Browse and select
Destination Folder		
C:\Program Files\NEC\AspireTSP		B <u>r</u> owse
18(3) 57 6 0 -		



4) The Setup Address screen appears. Enter the IP address of the computer, the IP address for NTCPU in the Aspire system, and the TCP port No. Use **dot "."** between numbers. **The PBX IP and TCP Port numbers must match the entry within the Aspire programming** (Commands 10-12 and 10-20). (e.g. TAPI: 192.168.1.76, PBX IP: 192.168.1.75, TCP Port: 8181) When you enter the information, click Next.



Note: This address should be given to you by the network administrator.

Aspire Teleph	ony Service Provider Setup	×
Set up Add	ress Information	
Please inpu (Mark off I	ut IP address of TAPIServer and PBX, and PBX Port number. P address by `.']	
TAPI	192.168.1.76	
PBX IP	192.168.1.75	
TCP Port	8181	
InstallShield —	< <u>B</u> ack <u>N</u> ext > Cancel]

5) A setup of communication timeout value. The time the TSP will wait for a response from the Aspire before deciding it will not respond. This value should be left at the default value (10 Seconds).

Aspire Telephony Service Provider Setup A setup of communication timeout value	•		×
The communication timeout value with PBX i The effective range is 1 to 60.[Sec]	s set up.		
10			
InstaliShield			
	< <u>B</u> ack	<u>N</u> ext >	Cancel

6) The register for Service setup screen appears. Select Register and click Next to begin the installation.

Aspire Telephony Service Provider Setup	×
Set up the register for service	
Please specify the register for service. After finished to register, Aspire Telephony Service Provider starts automatically at the time of Computer starting.	
O Not Register	
InstallShield	



7) Specify the Option mode for call appearance, Specify Single Line Mode.

Aspire Telephony Service Provider Setup			×
Set up Option Mode			A-A
Please specify the Option Mode for call app	earance.		
Single Line Mode			
Multi Line Mode			
InstallShield	< <u>B</u> ack	<u>N</u> ext>	Cancel
	< <u>B</u> ack	<u>N</u> ext >	Cancel

8) You should verify the Installation setting before clicking Next to complete the Installation.

Start Copying Files	1	and and a second se
Review settings before copying files.		10 mm
Setup has enough information to start or change any settings, click Back. If yo copying files.	copying the program files. If you want to u are satisfied with the settings, click Ne	review or xt to begin
Current Settings:		
Distination Folder> F-:\Pfogram Files Setup Computer> Server TAPI Server IP Address> 192.168.1 PBX IP Address> 192.168.1,75 TCP Port> 8181 Timeout value> 10	s/NEL/AspireTSP 1.76	*
Dption Mode> Single Line Mode		
NT Service> Hegister Option Mode> Single Line Mode		- -

9) On completion of Installation, the following Setup screen appears. Select Yes, I will restart my computer. Select Finish.



10) The TSP Installation is now complete. You should now proceed to the following section applicable to your Server Operating System.

- Section 3 Windows NT Server
- Section 4 Windows 2000 Server
- Section 5 Windows Server 2003

Section 2: Aspire TSP Install

2





Section 3:

Configuring Telephony Windows NT Server



General Description

The following section assumes you have installed the Aspire TSP. This section contains further information on configuring TAPI2.1 on Windows NT Server.

The following information is provided:

- Aspire TSP Configuration
- Enabling TAPI Server
- TAPI Server User Administration



Configuration

1) To verify that the Aspire TSP installed correctly and is using the proper settings double-click the Telephony icon from within the Control Panel (Start/Settings/Control Panel).



2) Click on the Telephony Drivers tab to see that the Aspire TSP is installed.

Dialing Properties	? ×				
My Locations Telephony Drivers					
Ihe following telephony drivers are installed on this computer:					
Aspire Telephony Service Provider TAPI Kernel-Mode Service Provider Unimodem Service Provider					
Add <u>B</u> emove <u>C</u> onfigure					
OK Cancel	Apply				

3) Click on the Aspire TSP and select the Configure button to see the configuration of the Aspire TSP. On the Configuration tab, you can see the Server/PBX IP addresses, TCP Port No and Display Call Status Dialog option set during installation. If necessary, change data.

spire Telephony Service	Provider
Configuration De	avice
Telephony System Inform	ation
Company Name	NEC Infrontia Corporation.
Product Version	1.00
PBX IP Address	192.168.1.75
TCP Port	8181
TAPI Server IP Address	192.168.1.76
Call Status Dialog	
	OK CANCEL APPLY

4) Click on the Device tab to confirm the system extension ports' status. You can not change any data on this screen.

Configu	aration	De	vice					
Туре	Port	Exte	Term	Mount	TAPI	Line	Pho	
Exten	001	200	Keyset	Mount	Enable	0	0	
Exten	002		Ordin		Enable	1	1	
Exten	003	202	Keyset	Mount	Enable	2	2	
Exten	004	203	Keyset	Mount	Enable	3	3	
Exten	005		Ordin		Enable	4	4	
Exten	006		Ordin		Enable	5	5	
Exten	007		Ordin		Enable	6	6	
Exten	800		Ordin		Enable	7	7	
Exten	009	208	Ordin	Mount	Enable	8	8	
Exten	010	209	Ordin	Mount	Enable	9	9	
Exten	011	210	Ordin	Mount	Enable	10	10	
Exten	012	211	Ordin	Mount	Enable	11	11	-
1								C I
						_	Detai	ļ

Section 3: Configuring Telephony - NT Server



5) By selecting a Device and clicking Detail the Call Mode can be set.

Auto Speaker Mode (Default)

If selected Answer call requests to the selected device via TAPI will be answered using the Speaker

Auto Headset Mode

If selected Answer call requests to the selected device via TAPI will be answered using a Headset (If connected)

Note: To allow configuration of Call mode the device should be not be in use by any TAPI application (i.e Arc ScreenPop)

Port001	X
Line Name EXTENSION 200 Keyset	Device ID 0
Call mode	
Auto Speaker Mode	
C Auto Headset Mode	
	OK CANCEL

6) To exit, click CANCEL then click OK until you have exited to the Control Panel. Double-click in the upper left hand corner of the Control Panel to close the window.



Enabling TAPI Server and User Administration

Windows NT Server includes a Telephony Server which enables Distributed Access to shared Telephony devices.

An example of this is where user's wish to connect to the Telephony devices handled by the Aspire PBX. By enabling the Telephony Server it allows Clients to connect to the Aspire Telephony Devices. TAPI based requests are sent from the Client PC to the Aspire PBX via the Telephony Server.







Enabling TAPI Server and User Administration

To allow other Domain users to use the TAPI Services the TAPI server must be enabled. This is performed by using the TCMSETUP command.

7) Click Start/Run.

8) Enter the following command in the Run command line.

TCMSETUP /S [/n] domain\username [password]

The following example installs the Server using the Administrator account within the CTI domain using the Administrator's password Passw0rd.

Run	? ×
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	tcmsetup /s cti\administrator Passw0rd
	OK Cancel <u>B</u> rowse

9) Click on OK or press enter.

10) The following message should be displayed.

TAPI Administration Setup
TAPI Server successfully set up.

Usage is:

/S - Server Setup /n - No Password

Note: The logon account you specify **MUST** be a member of the Administrators group on the server. It must also be in the same domain as the server.



By default Client computer's will not be able to access any extensions. By enabling the TAPI Server you are able to permit Domain user's to access their Telephone extension(s). Extensions available to the TAPI Server are authenticated using Windows NT access permissions.

Client computer's will be allocated Telephone extension's based on their Domain Logon account. The only exception to this is where by a Client Computer is logged on using a Domain Administrator account, which has permissions to access all Telephone extension(s).

Access permissions are configured using a Windows program called **TCMAPP**. This program allows the Telephony administrator to assign Telephone Extension(s) to domain users.

- 11) Click Start/Run.
- 12) Enter the following command in the Run command line.

Run	? ×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	tcmapp
	OK Cancel Browse

13) TAPI Administration Application screen appears. From the taskbar, select User/Add a User to this Telephony Server.

🗖 TAPI Administration Application 🔳 🗖 🗙						
<u>F</u> ile	<u>U</u> ser	Line <u>H</u> elp				
Γ	Add a User to this Telephony Server <u>R</u> emove the Selected User					
	Change Selected User's Line Access					
	Properties					

14) Select the appropriate domain user account and click Add.

Add Users and Groups	×
List Names From: SCTI*	-
<u>N</u> ames:	
🐼 Domain Admins	Designated administrators of the domain
🖉 Domain Guests	All domain guests
🚱 Domain Users	All domain users
Administrator	Built-in account for administering the compu
Ciuest	Built-in account for guest access to the con
Add	Members
Add Names:	
CTI\jsmith	A b
OK	Cancel <u>H</u> elp



15) Click OK. The Administration Application will then display the selected user(s).



16) You should now assign the user with Telephone Extension(s), as required. Select User/Change Selected User's Line Access. Select the appropriate Telephone Extension(s) which the user should have access to and click OK.

Change Line Device A	Change Line Device Access For Selected User						
The TAPL line devices that the user currently has access to are highlighted							
	···· , ··· ,						
To add additional lines, h	hold down the <ctrl> key</ctrl>	and click on the line to a	add.				
To remove lines, hold do	wn the <ctrl> key and cl</ctrl>	ick on the line to remove					
			i .				
Line Name	Switch Info	Provider Info	Perm Line ID				
EXTENSION Ordinary	Aspire with 200 Tru	Aspire Telephony S	197117				
EXTENSION Ordinary	Aspire with 200 Tru	Aspire Telephony S	197118				
EXTENSION Ordinary	Aspire with 200 Tru	Aspire Telephony S	197119				
EXTENSION 200 Ke	Aspire with 200 Tru	Aspire Telephony S	196608				
EXTENSION 202 Ke	Aspire with 200 Tru	Aspire Telephony S	196610				
EXTENSION 203 Ke	Aspire with 200 Tru	Aspire Telephony S	196611 🔂				
EXTENSION 208 Or	Aspire with 200 Tru	Aspire Telephony S	196616				
EXTENSION 209 Or	Aspire with 200 Tru	Aspire Telephony S	196617				
EXTENSION 210 Or	Aspire with 200 Tru	Aspire Telephony S	196618				
EXTENSION 211 Or	Aspire with 200 Tru	Aspire Telephony S	196619				
EXTENSION 212 Or	Aspire with 200 Tru	Aspire Telephony S	196620				
EXTENSION 213 Or	Aspire with 200 Tru	Aspire Telephony S	196621				
	ΟΚ	Cancel					
			4				

17) The Administration application will then update the User account with devices which he/she has access to.



18) Repeat this process to add/change domain User(s) access permissions.

19) On completion, select File/Exit. When the following message appears, click Yes and save changes.





Upgrading the TAPI Driver

The upgrade of TSP requires the existing TSP (n2iptsp.tsp) file to be replaced by the new TSP.

20) Go to the Windows Control Panel/Services.



21) Locate the AspireTspStart service, and select Stop.

Services				×
Ser⊻ice	Status	Startup		Close
Alerter	Started	Automatic	-	
AspireTspStart	Started	Automatic		Start
ClipBook Server		Manual		
Computer Browser	Started	Automatic		Stop
DHCP Client		Disabled		Paula
Directory Replicator		Manual		Eause
EventLog	Started	Automatic		Continue
License Logging Service	Started	Automatic		Sectore
Messenger	Started	Automatic		Startup
Net Logon	Started	Automatic	-	Startap
				HW Profiles
Startup Parameters:				
				Help

22) Locate the Telephony service, and select Stop.

ervices				
Ser <u>v</u> ice	Status	Startup		Close
Protected Storage	Started	Automatic		3
Remote Procedure Call (RPC) Locator	Started	Automatic		Start
Remote Procedure Call (RPC) Service	Started	Automatic		
Schedule		Manual		Stop
Server	Started	Automatic		
Spooler	Started	Automatic		Pause
TCP/IP NetBIOS Helper	Started	Automatic		Continue
Telephony Service	Started	Manual		gernanare
UPS		Manual		Charlen
Workstation	Started	Automatic	•	stajtup
				HW Profiles
Startup Parameters:				
			_	Help

23) Copy the file n2iptsp.tsp to C:\WINNT\SYSTEM32 (assuming C:\WINNT is the location of the OS). You will be asked if you are sute you want to replace, click Yes.

Uninstalling the Aspire TSP

🔯 Control Par	nel				
<u>F</u> ile <u>E</u> dit <u>V</u> iew	∾ <u>H</u> elp				
	\odot		₹£	1	
Modems	Mouse	Multimedia	Network	ODBC	
\	P	Ş	۲	¢	
PC Card (PCMCIA)	Ports	Printers	Regional Settings	SCSI Adapters	
	*	S		-	
Server	Services	Sounds	System	Tape Devices	
8	<u>yi</u>				
Telephony	UPS				-
Starts, stops, and	d configures se	rvices.			

24) Go to the Windows Control Panel/Services.

25) Locate the AspireTspStart service, and select Stop.

Ger <u>v</u> ice	Status	Startup		Close
Alerter	Started	Automatic		
AspireTspStart	Started	Automatic		Start
ClipBook Server		Manual		
Computer Browser	Started	Automatic		Stop
DHCP Client		Disabled	_	Barra
Directory Replicator		Manual		Eause
EventLog	Started	Automatic		Continue
License Logging Service	Started	Automatic		Pontanare
Messenger	Started	Automatic		Charlum
Net Logon	Started	Automatic	-	Stajtup
				HW Profiles
Startup Parameters:				H <u>W</u> Profiles
				Help

26) Locate the Telephony service, and select Stop.

erAice	Status	Startup		Close
Protected Storage	Started	Automatic		
Remote Procedure Call (RPC) Locator	Started	Automatic		Start
Remote Procedure Call (RPC) Service	Started	Automatic		
Schedule		Manual		Stop
Server	Started	Automatic		
Spooler	Started	Automatic		Pause
TCP/IP NetBIOS Helper	Started	Automatic		Contínue
Telephony Service	Started	Manual		georiariais
UPS		Manual		Charlen
Workstation	Started	Automatic	-	sta <u>r</u> tup
				HW Profiles
itartup Parameters:				



Section 3: Configuring Telephony - NT Server

27) When the Telephony Service stops, double-click Add/Remove Programs icon from Control Panel. Select AspireTSP from the Install/Uninstall tab, then click Add/Remove.

Add/Remo	ove Programs Properties	? ×
Install/Un	install Windows NT Setup	
2	To install a new program from a floppy disk or CD-RE drive, click Install.	м
	Install]
0	The following software can be automatically remove Windows. To remove a program or to modify its insta components, select it from the list and click Add/Remove.	d by lled
AspireT	SP	
	Add/ <u>R</u> emove	
	OK Cancel Ar	ply

28) The verification message follows, click the Yes button to proceed with uninstall.



29) Click the OK button at the end of the uninstall program. Uninstallation of the Aspire TSP is now complete.







Section 4:

Configuring Telephony Windows 2000 Server



General Description

The following section assumes you have installed the Aspire TSP. This section contains further information on configuring TAPI2.1 on Windows 2000 Server.

The following information is provided:

- Aspire TSP Configuration
- Enabling TAPI Server
- TAPI Server User Administration



Configuration

1) To verify that the Aspire TSP installed correctly and is using the proper settings double-click the Phone and Modems icon from within the Control Panel (Start/Settings/Control Panel).



2) Click on the Advanced tab to see that the Aspire TSP is installed.



3) Click on the Aspire TSP and select the Configure button to see the configuration of the Aspire TSP. On the Configuration tab, you can see the Server/PBX IP addresses, TCP Port No and Display Call Status Dialog option set during installation. If necessary, change data.

spire Telephony Service	e Provider
Configuration [Device
Telephony System Info	mation
Company Name	NEC Infrontia Corporation.
Product Version	1.00
PBX IP Address	192.168.1.75
TCP Port	8181
TAPI Server IP Addres	s 192.168.1.76
Call Status Dialog	г
	OK CANCEL APPLY

4) Click on the Device tab to confirm the system extension ports' status. You can not change any data on this screen.

pire Tele	phony	Service I	Provider				
Configu	ation	De	vice	1			
Туре	Port	Exte	Term	Mount	TAPI	Line	Pho 🔺
Exten	001	200	Keyset	Mount	Enable	0	0 -
Exten	002		Ordin		Enable	1	1
Exten	003	202	Keyset	Mount	Enable	2	2
Exten	004	203	Keyset	Mount	Enable	3	3
Exten	005		Urdin		Enable	4	4
Exten	005		Ordin		Enable	5	5
Exten	007		Ordin		Enable	7	7
Exteri	000	209	Ordin	Mount	Enable	6	6
Exten	005	200	Ordin	Mount	Enable	9	9
Exten	011	210	Ordin	Mount	Enable	10	10
Exten	012	211	Ordin	Mount	Enable	11	11 🔳
•							
							Detail
					CANCEL		APPLY

Section 4: Configuring Telephony - 2000 Server



5) By selecting a Device and clicking Detail the Call Mode can be set.

Auto Speaker Mode (Default)

If selected Answer call requests to the selected device via TAPI will be answered using the Speaker

Auto Headset Mode

If selected Answer call requests to the selected device via TAPI will be answered using a Headset (If connected)

Note: To allow configuration of Call mode the device should be not be in use by any TAPI application (i.e Arc ScreenPop)

Port001	X
Line Name EXTENSION 200 Keyset	Device ID 0
Call mode	
Auto Speaker Mode	
C Auto Headset Mode	
	OK CANCEL

6) To exit, click CANCEL then click OK until you have exited to the Control Panel. Double-click in the upper left hand corner of the Control Panel to close the window.



Enabling TAPI Server and User Administration

Windows 2000 Server includes a Telephony Server which enables Distributed Access to shared Telephony devices.

An example of this is where user's wish to connect to the Telephony devices handled by the Aspire PBX. By enabling the Telephony Server it allows Clients to connect to the Aspire Telephony Devices. TAPI based requests are sent from the Client PC to the Aspire PBX via the Telephony Server.



Enabling TAPI Server

To allow other Domain users to use the TAPI Services the TAPI server must be enabled. This is performed by using the Windows Computer Management Tool.

Note: Enabling the TAPI Server requires you to specify a Domain User account which exists in the same Domain to which the TAPI Server is a member, this account must also be a member of the TAPI Server's Local Administrator group.

We strongly recommend using a Domain User account created specifically for use with the Telephony Service, which contains a Password which is unchangeable and does not expire.

7) Click Start/Settings/Control Panel/Administrative Tools/Computer Management.





8) Go to System Tools/Local Users and Groups/Groups, Double click the Administrators Group.



dministrators Properties	? ×
General	
Administrators	
Description: mplete and unrestricted access to the com	puter/domain
_ · ·	
N	
45	
· · · · · · · · · · · · · · · · · · ·	
Add <u>B</u> emove	
OK Cancel	Apply

9) Select Add, and specify the appropriate Domain in the Look in drop down list.

10) Specify the appropriate Domain User account and click Add. Click OK to accept the account.

Select Users or Groups		<u>? ×</u>
Look in: 🗊 necinfrontia.co.uk		•
Name	In Folder	▲
🕵 Group Policy Creator Owners	necinfrontia.co.uk/Users	
5 Guest	necinfrontia.co.uk/Users	
1000 IUSR_ENGSERVER	necinfrontia.co.uk/Users	
1000 IUSR_FILESERVER	necinfrontia.co.uk/Users	
	necinfrontia.co.uk/Users	
IWAM_ENGSERVER	necinfrontia.co.uk/Users	_
S IWAM_FILESERVER	necinfrontia.co.uk/Users	-
Add Check Names		
TAPI Server (TAPI@necinifrontia.co.uk)		
	OK	Cancel



Section 3: Configuring Telephony - 2000 Server

11) Click Apply and then OK to accept the selected account into the TAPI Server Local Administrator Group. You are returned to the Computer Management Tool.





12) Go to Services and Applications/Telephony, right click the Telephony icon and go to properties.



13) In the Telephony properties, tick the box which says 'Enable Telephony Server'. Below in the user name field, click the choose user button.

Telephony Properties ? 🗙
Setup Auto Updates
Enable telephony server
Account Information
Enter the user name and password of the account to run the telephony service on the server.
User Name: LocalSystem
Password:
Telephony administrators NOTE: Telephony administrators have administrative privileges to the telephony service only, not to any other resources on the computer. Add Add Bemove
OK. Cancel Apply

14) The Select User window will appear, from this list select the account used in Step 10.



15) Enter the password associated with the selected user account.

The following example installs the Server using the TAPI account within the necinfrontia domain.

Telephony Properties	? ×
Setup Auto Updates	
Enable telephony server	
- Account Information	_ I
Enter the user name and password of the account to run the telephon service on the server.	y
User Name: necinfrontia.co.uk\TAPIChoose User	
Password:	
Telephony administrators NOTE: Telephony administrators have administrative privileges to the telephony service only, not to any other resources on the computer.	
Administrators:	
Add Bemove	
	9

16) Click Apply, the following message is displayed. Select OK to confirm.



17) The following message appears, confirming that the Telephony Service must be restarted. Click No.

Note: Restarting the Telephony Service will drop any existing connection to the Aspire PBX.



18) The Server must now be shutdown and restarted before proceeding.



User Administration

By default Client computer's will not be able to access any extensions. By enabling the TAPI Server you are able to permit Domain user's to access their Telephone extension(s). Extensions available to the TAPI Server are authenticated using Windows 2000 access permissions.

Client computer's will be allocated Telephone extension's based on their Domain Logon account. The only exception to this is where by a Client Computer is logged on using a Domain Administrator account, which has permissions to access all Telephone extension(s).

Access permissions are configured using the Telephony snap-in within Windows Computer Management. This allows the Telephony administrator to assign Telephone Extension(s) to domain users.

11) Click Start/Settings/Control Panel/Administrative Tools/Computer Management.



12) Go to Services and Applications/Telephony/Aspire Telephony Service Provider. You should see a list of all connected Aspire Telephone Extensions.





13) Double click onto an available extension, the Edit Users screen appears. Click Add.

Edit Users	? ×
Assigned <u>U</u> sers:	OK
	Cancel
	Add
	<u>R</u> emove

14) Click Add, the Select Users screen appears. Specify the appropriate domain user account and click OK to accept.

Select Users		? ×
Look in: 🥰 Entire Directory		-
Name	In Folder	
🛃 Administrator	CTI.com/Users	
5 Guest	CTI.com/Users	
😴 TsinternetUser	CTI.com/Users	
😰 IUSR_CTI	CTI.com/Users	
S IWAM_CTI	CTI.com/Users	
5 krbtgt	CTI.com/Users	
🖸 🖸 John Smith (jsmith@CTI.COM)	CTI.com/Users	
Add Check Names		
John Smith (jsmith@CTI.COM)		
	10	Cancel

15) The Edit Users screen reappears with confirmation of selected users, click OK to accept.

Edit Users	? ×
Assigned <u>U</u> sers:	OK
John Smith (CTIO\jsmith)	Cancel
	<u>R</u> emove

16) The selected user should now be associated with the Extension you assigned.



Section 3: Configuring Telephony - 2000 Server

- 18) Repeat this process to add/change domain User(s) access permissions.
- 19) On completion, close Computer Management

Upgrading the TAPI Driver

4spíre

The upgrade of TSP requires the existing TSP (n2iptsp.tsp) file to be replaced by the new TSP.

- 20) Go to the Windows Control Panel/Administrative Tools/Services.
- 21) Locate the AspireTspStart service, and select Stop.

Action Yew ← ← II III III III Tree Name Action Descript Computer Management (Local) Application Manage Provide: System Tools Application Manage Provide: Image: System Tools ClipBook Support Image: System Information ClipBook Support	tion Status sel Started s s Started	Startup T Automati Manual
Tree Name Descript Computer Management (Local) Alerter Notifies System Tools Application Manage Provides Event Viewer Asplication System Information Clipbook Support Event Viewer Clipbook Support Support	tion Status sel Started s s Started	Startup T Automati Manual
Computer Management (Local) System Tools Computer Viewer System Information GipBook System Information	sel Started s s Started	Automati Manual
Image: Storage Image	sc s a Started s a Started ss a Started ss a Started ss b Started oblf Started ate Started ate Started ate Started ss a Started out Started ss fi Started out Started sc g Started sdm Started sc g Started sc g Started sc g Started	Automati Manual Manual Automati Automati Automati Automati Automati Automati Automati Automati Automati Manual Manual Automati

22) Locate the Telephony Service, and select Stop.

💻 Computer Management				
Action View	87 🗈 🖳 1 🕑	■ II ■>		
Tree	Name 🛆	Description	Status	Startup
Tree Computer Management (Local) System Tools System Information Point Performance Logs and Alerts Shared Folders Local Users and Groups Local Users and Groups Disk Deframenter Disk Deframenter	Name A Remote Access Con Remote Procedure Remote Procedure Remote Registry Se Remote Registry Se Removable Storage Racuting and Remot Runka Service Security Accounts Server Server	Description Creates a Provides th Manages t Allows rem Manages r Offers rout Enables st Stores sec Provides R Transports	Started Started Started Started Started Started Started Started Started Started	Startup 1 Manual Automati Automati Automati Disabled Automati Automati Automati
Dex Deir adjinenter Dex Dex Deir adjinenter Dex Dex Deir adjinenter Dex Dex Deir adjinenter Dex Dex Dex Dex Dex Dex Dex Dex Dex	Smart Card Smart Card Helper System Event Notifi Task Scheduler TCP/IP NetBIOS Hel Telnet	Manages a Provides s Tracks syst Enables a Enables su Provides T Allows a re Dravides a	Started Started Started Started	Manual Manual Automat Automat Manual Manual
Internet Information Services	Uninterruptible Pow	Manages a Starts and		Manual Manual Manual





22) Locate the Telephony service, and select Stop.

Ser <u>v</u> ice	Status	Startup		Close
Protected Storage	Started	Automatic	•	
Remote Procedure Call (RPC) Locator	Started	Automatic		
Remote Procedure Call (RPC) Service	Started	Automatic		
Schedule		Manual		Stop
Server	Started	Automatic		-
Spooler	Started	Automatic	_	Pause
TCP/IP NetBIOS Helper	Started	Automatic		
Telephony Service	Started	Manual		ganana
UPS		Manual		Classic
Workstation	Started	Automatic	•	stajtup.
UPS Workstation	Started	Manual Automatic	•	Startur

23) Copy the file n2iptsp.tsp to C:\WINNT\SYSTEM32 (assuming C:\WINNT is the location of the OS). You will be asked if you are sute you want to replace, click Yes. Restart the Computer.

Uninstalling the Aspire TSP

24) Go to the Windows Control Panel/Administrative Tools/Services.

25) Locate the AspireTspStart service, and select Stop.



26) Locate the Telephony Service, and select Stop.

🚍 Computer Management				
Action View	🚰 🛃 🗟 [🔸	■ ■>		
Tree	Name 🛆	Description	Status	Startup T
Tree	Name A Remote Access Con Remote Procedure Remote Procedure Removable Storage Routing and Remot Removable Storage RunAs Service Service Server Server Simple Mail Transpo Smart Card	Description Creates a Provides th Manages t Allows rem Offers rout Enables st Stores sec Provides R Transports Manages a	Status Started Started Started Started Started Started Started Started	Startup T Manual Automatic Automatic Automatic Disabled Automatic Automatic Automatic Automatic Manual
Performance Performan	System Event Notif System Event Notif Task Scheduler Top/IP NetBIOS Hel Telephony Telephony Telenet System Uninterruptible Pow Utility Manager	Provides s Tracks syst Enables a Provides T Allows a re Provides a Manages a Starts and	Started Started Started Started	Manual Automatic Automatic Automatic Manual Disabled Manual Manual
🏽 🔀 Start 🔢 🚰 🥭 🧊 🗐 🗐 Compute	r Management 📃 2000) - WordPad		



Section 3: Configuring Telephony - 2000 Server

27) When the Telephony Service has stopped go to Windows Control Panel/Add/Remove Programs. In Change or Remove Programs, select AspireTSP, then click the Change/Remove button.

🖬 Add/Remov	e Program s	_
1	Currently installed programs:	Sort by: Name
Change or Remove Programs	🚡 AspireTSP	Size <u>32.0k</u>
	To change this program or remove it from your computer, click Change/Remove.	<u>C</u> hange/Remove
Add New	Windows 2000 Administration Tools	Size 289k
Programs		
Add/Remove		
Windows Components		
		Close

28) The verification message appears, click the Yes button to proceed.

28) The verification message follows, click the Yes button to proceed with uninstall.



29) Click the OK button at the end of the uninstall program. Uninstallation of the Aspire TSP is now complete.





Section 5:

Configuring Telephony Windows Server 2003



General Description

The following section assumes you have installed the Aspire TSP. This section contains further information on configuring TAPI2.1 on Windows 2000 Server.

The following information is provided:

- Aspire TSP Configuration
- Enabling TAPI Server
- TAPI Server User Administration



Configuration

1) To verify that the Aspire TSP installed correctly and is using the proper settings double-click the Phone and Modems icon from within the Control Panel (Start/Settings/Control Panel).





3) Click on the Aspire TSP and select the Configure button to see the configuration of the Aspire TSP. On the Configuration tab, you can see the Server/PBX IP addresses, TCP Port No and Display Call Status Dialog option set during installation. If necessary, change data.

Dire Telephony Service I Configuration De	Provider
Telephony System Inform Company Name	ation NEC Infrontia Corporation.
Product Version	1.00
PBX IP Address	192.168.1.75
TCP Port	8181
TAPI Server IP Address	192.168.1.76
Call Status Dialog	Г
	OK CANCEL APPLY

4) Click on the Device tab to confirm the system extension ports' status. You can not change any data on this screen.

Configu	ration	De	vice					
Туре	Port	Exte	Term	Mount	TAPI	Line	Pho	
Exten	001	200	Keyset	Mount	Enable	0	0	
Exten	002		Ordin		Enable	1	1	
Exten	003	202	Keyset	Mount	Enable	2	2	
Exten	004	203	Keyset	Mount	Enable	3	3	
Exten	005		Ordin		Enable	4	4	
Exten	006		Ordin		Enable	5	5	
Exten	007		Ordin		Enable	6	6	
Exten	800		Ordin		Enable	7	7	
Exten	009	208	Ordin	Mount	Enable	8	8	
Exten	010	209	Ordin	Mount	Enable	9	9	
Exten	011	210	Ordin	Mount	Enable	10	10	
Exten	012	211	Ordin	Mount	Enable	11	11	•
4							•	
							Detai	1

e	5



5) By selecting a Device and clicking Detail the Call Mode can be set.

Auto Speaker Mode (Default)

If selected Answer call requests to the selected device via TAPI will be answered using the Speaker

Auto Headset Mode

If selected Answer call requests to the selected device via TAPI will be answered using a Headset (If connected)

Note: To allow configuration of Call mode the device should be not be in use by any TAPI application (i.e Arc ScreenPop)

Port001	×
Line Name EXTENSION 200 Keyset	Device ID
Call mode	
 Auto Speaker Mode 	
C Auto Headset Mode	
	OK CANCEL

6) To exit, click CANCEL then click OK until you have exited to the Control Panel. Double-click in the upper left hand corner of the Control Panel to close the window.



Enabling TAPI Server and User Administration

Windows Server 2003 includes a Telephony Server which enables Distributed Access to shared Telephony devices.

An example of this is where user's wish to connect to the Telephony devices handled by the Aspire PBX. By enabling the Telephony Server it allows Clients to connect to the Aspire Telephony Devices. TAPI based requests are sent from the Client PC to the Aspire PBX via the Telephony Server.



Enabling TAPI Server

To allow other Domain users to use the TAPI Services the TAPI server must be enabled. This is performed by using the Windows Computer Management Tool.

Note: Enabling the TAPI Server requires you to specify a Domain User account which exists in the same Domain to which the TAPI Server is a member, this account must also be a member of the TAPI Server's Local Administrator group.

We strongly recommend using a Domain User account created specifically for use with the Telephony Service, which contains a Password which is unchangeable and does not expire.

7) Click Start/Settings/Control Panel/Administrative Tools/Computer Management.





8) Go to System Tools/Local Users and Groups/Groups, Double click the Administrators Group.



Administrators Properties	? ×
General	
Administrators	
Description: mplete and unrestricted access to the computer/dom	ain
, Members:	
	-
, i i i i i i i i i i i i i i i i i i i	
Add Demoun	
OK Cancel App	dy 🔤

9) Select Add, and specify the appropriate Location (i.e Entire Directory).

10) Specify the appropriate User account and click Check Names to confirm. Click OK to accept the account.

Select Users, Computers, or Groups	<u>? ×</u>
Select this object type:	
Users or Groups	Object Types
Erom this location:	
Entire Directory	Locations
Enter the object names to select (<u>examples</u>):	
1	<u>C</u> heck Names
Advanced UK	



Section 3: Configuring Telephony - Server 2003

11) Click Apply and then OK to accept the selected account into the TAPI Server Local Administrator Group. You are returned to the Computer Management Tool.



5

12) Go to Services and Applications/Telephony, right click the Telephony icon and go to properties.



13) In the Telephony properties, tick the box which says 'Enable Telephony Server'. Below in the user name field, click the choose user button.

Telephony Properties ? ×
Setup Auto Updates
✓ Enable telephony server
Account Information
Enter the user name and password of the account to run the telephony service on the server.
User Name: LocalSystem
Password:
Telephony administrators NDTE: Telephony administrators have administrative privileges to the telephony service only, not to any other resources on the computer. Administrators: Add Bemove
OK Cancel Apply

14) The Select User window will appear, from this list select the account used in Step 10.



15) Enter the password associated with the selected user account.

The following example installs the Server using the TAPI account within the necinfrontia domain.

Telephony Properties	? ×
Setup Auto Updates	
Enable telephony server	
- Account Information	
Enter the user name and password of the account to run the telephon service on the server.	y
User Name: necinfrontia.co.uk\TAPIChoose User	
Password:	
Telephony administrators NOTE: Telephony administrators have administrative privileges to the telephony service only, not to any other resources on the computer.	
Administrators:	
Add Bemove	
	9

16) Click Apply, the following message is displayed. Select OK to confirm.



17) The following message appears, confirming that the Telephony Service must be restarted. Click No.

Note: Restarting the Telephony Service will drop any existing connection to the Aspire PBX.



18) The Server must now be shutdown and restarted before proceeding.



User Administration

By default Client computer's will not be able to access any extensions. By enabling the TAPI Server you are able to permit Domain user's to access their Telephone extension(s). Extensions available to the TAPI Server are authenticated using Windows 2000 access permissions.

Client computer's will be allocated Telephone extension's based on their Domain Logon account. The only exception to this is where by a Client Computer is logged on using a Domain Administrator account, which has permissions to access all Telephone extension(s).

Access permissions are configured using the Telephony snap-in within Windows Computer Management. This allows the Telephony administrator to assign Telephone Extension(s) to domain users.

11) Click Start/Settings/Control Panel/Administrative Tools/Computer Management.



12) Go to Services and Applications/Telephony/Aspire Telephony Service Provider. You should see a list of all connected Aspire Telephone Extensions.





13) Double click onto an available extension, the Edit Users screen appears.

Edit Users	? ×
Assigned <u>U</u> sers:	ОК
	Cancel
	Add
	<u>R</u> emove

14) Select Add, and specify the appropriate Location (i.e Entire Directory).

15) Specify the appropriate User account and click Check Names to confirm. Click OK to accept the account.

Select Users, Computers, or Groups		? ×
<u>S</u> elect this object type: Users or Groups		<u>O</u> bject Types
From this location:		
Entire Directory		Locations
Enter the object names to select (<u>examples</u>):		
		Check Names
Advanced	OK	Cancel

16) The Edit Users screen reappears with confirmation of selected users, click OK to accept.

Edit Users	? 🗙
Assigned <u>U</u> sers:	OK
John Smith (CT10\jsmith)	Cancel
	(<u>Add</u>)
	<u>R</u> emove

17) The selected user should now be associated with the Extension you assigned.

💻 Computer Management				
Tree	Line Name	Users		
Computer Management (Local) Computer Management (Local) System Trols System Troors System Tr	EXTENSION 200 Keyset EXTENSION 201 Keyset EXTENSION 202 Keyset EXTENSION 203 Keyset EXTENSION 203 Keyset EXTENSION Ordinary EXTENSION Ordinary EXTENSION Ordinary EXTENSION 208 Ordinary EXTENSION 208 Ordinary EXTENSION 210 Ordinary EXTENSION 210 Ordinary EXTENSION 212 Ordinary EXTENSION 213 Ordinary EXTENSION 215 Ordinary EXTENSION 215 Ordinary EXTENSION 216 Ordinary EXTENSION 217 Ordinary EXTENSION 218 Ordinary EXTENSION 219 Ordinary	John Smith		
🙀 Start 🔢 🙆 🎲 🔄 Ecomputer Management 📆 2000 - WordPad				

- 18) Repeat this process to add/change domain User(s) access permissions.
- 19) On completion, close Computer Management



Upgrading the TAPI Driver

The upgrade of TSP requires the existing TSP (n2iptsp.tsp) file to be replaced by the new TSP.

20) Go to the Windows Control Panel/Administrative Tools/Services.

21) Locate the AspireTspStart service, and select Stop.

Tree Name Description Status Starus Computer Management (Local) Autor Autor Marrier Notifies sel Started Autor Discription Started Autor Marrier Ma					
Computer Management (Local) System Tools System Tools System Tools System Tools System Tools System Tools Supports C Manages Computer System Tools Supports C Manages Computer System Information Supports C Supports C Manages Computer Manages Computer Manages Computer Manages Computer Manages Computer System Supports C Supports C Manages Computer Manages Computer Manages Computer System Advectore Supports C Supports C Manages Computer Manages Computer System Supports C Supports C Manages Computer Manages Computer System Supports C Supports C Supports C Supports C Supports C Manages Computer Manages Computer System Supports C Manages C Started Adut Supports C Su	Tree	Name 🛆	Description	Status	Startup
System Tools Application Manage Provides s Man Performance Logs and Alerts Supports C Man Performance Logs and Alerts COM+ Event System Provides a Started Aut Performance Logs and Alerts COM+ Event System Provides a Started Aut Performance Logs and Alerts COM+ Event System Provides a Started Aut Performance Logs and Alerts COM+ Event System Provides a Started Aut Performance Logs and Alerts Computer Browser Maintains a Started Aut Performance Logs and Alerts Distributed File System Started Aut Performance Logs and Alerts Distributed File System Started Aut Distributed Transac Started Aut Distributed Transac Started Aut Distributed File System Started Aut Services Applications file St	, Computer Management (Local)	🍓 Alerter	Notifies sel	Started	Automa
Image: System Information Supports C Man Image: System Information ClpBook Supports C Man Image: System Information Computer Browser Maintains a Started Autr Image: Storage Device Manager Device Manager Manages n Started Autr Image: Storage Disk Management Disk Defragmenter Disk Defragmenter Storage Storage Started Autr Image: Storage Disk Defragmenter Disk Defragmenter Stores info Started Autr Image: Storage Storage Storage Started Autr Image: Storage Disk Defragmenter Disk Defragmenter Stores info Started Autr Image: Storage Started Storage Distributed Link Tra Storated Autr Image: Storage Started Storage Distributed Transac Coordinate Started Autr Image: Storage Started Autr Started Autr Image: Storage Started Autr Started Autr Image: Storage Started Autr </td <td>System Tools</td> <td>Application Manage</td> <td>Provides s</td> <td></td> <td>Manua</td>	System Tools	Application Manage	Provides s		Manua
System Information System System Information System System Information System System	Event Viewer	AspireTspStart		Started	Autom
Performance Logs and Alerts Provides a Started Man Computer Browser Manages n Started Aut Disk Management Disk Management Disk Defragmenter Logical Drives Previces and Applications Provides and Started Aut Distributed Link Tra Stores info Started Aut Distributed Link Tra Stores info Started Aut Distributed Time System Provides a Started Aut Distributed Link Tra Stores info Started Aut Distributed Time System Provides a Started Aut Distributed Link Tra Stores info Started Aut Distributed Time System Provides a Started Aut	🗄 🖼 System Information	🖏 ClipBook	Supports C		Manua
Computer Browser Maintains a Started Aute Device Manager Device Manager Disk Defragmenter Disk Defragmenter Logical Drives Services and Applications Device Manages Services and Applications Device Manages Manages Services and Applications Device Manages Manages Manages Services Manages Manages	🕀 🎆 Performance Logs and Alerts	COM+ Event System	Provides a	Started	Manua
Device Manager Device M	🕀 뻱 Shared Folders	Computer Browser	Maintains a	Started	Autom
Image: Storage Image		Client 🖏 DHCP Client	Manages n	Started	Autom
Storage Disk Management Disk Management Disk Management Sends notif Started Auto Disk Disk Defragmenter Disk Distributed Link Tra Scores info Started Auto Disk Defragmenter Disk Distributed Link Tra Coordinate Started Auto Disk Defragmenter Distributed Link Tra Storage Started Auto Distributed Storage Distributed Link Tra Storage Maintains Started Auto Distributed Vint Control Event Log Logs event Started Auto Services File Replication Service File Replication Service Maintains fill Started Auto Distributed Vint Control Services Indexing Service Indexing Service Maintains fill Started Auto Dinternet Information Services Indexing Se	😟 😿 Local Users and Groups	Distributed File Syst	Manages lo	Started	Autom
Disk Management Disk Management Stores info Sto	🗄 🊈 Storage	🖏 Distributed Link Tra	Sends notif	Started	Autom
Cost Defragmenter Logical Drives Services and Applications Well Control Well Control Memory Services Indexing Service		🖏 Distributed Link Tra	Stores info	Started	Autom
Cogical Unives Cogical Univers Cogical Univers	W Disk Defragmenter	Distributed Transac	Coordinate	Started	Autom
Beginstein Service Construction Construction	Logical Drives	🖏 DNS Client	Resolves a	Started	Autom
Provides and Applications Provides and Applications Telephony Telephony Telephony Services Telephony Services Telephony Services Telephony Services Telephony Service Telephony Service Telephony Service Telephony Service Telephony Service Telephony Service Service Telephony Service Service	Employed Scorage	DNS Server	Answers q	Started	Autom
Indexing Service Helps you Man Indexing Service File Replication Serv Maintains fi Started Auto Indexing Service Indexing Service Allows adm Started Auto Internet Information Services Indexing Service Indexing Service Maintains fi Started Auto	- S Telephony	🖏 Event Log	Logs event	Started	Autom
Indexing Services Indexing Service		Rax Service	Helps you		Manua
Indexing Service Allows adm Started Auto Indexing Service Indexes co Man Indexing Service Indexes co Man	Services	File Replication Serv	Maintains fi	Started	Autom
Internet Information Services Indexing Service Indexes co Man	The service	iIIS Admin Service	Allows adm	Started	Autom
	The services	indexing Service	Indexes co		Manua
+ A DNS Provides I Provides I Provides I		internet Connectio	Provides n		Manua
👘 Intersite Messaging 🛛 Allows sen Started 🛛 Auto	— —	intersite Messaging	Allows sen	Started	Autom

22) Locate the Telephony Service, and select Stop.

📮 Computer Management				
Action View	🖆 🛃 😫 主 🕨	■ II ■>		
Tree	Name 🛆	Description	Status	Startup T
	Name A Remote Access Con Remote Procedure Remote Registry Se Removable Storage Routing and Remot RunAs Service Security Accounts Server Simple Mail Transpo Simple Mail Transpo Samat Card Helper	Description Creates a Provides th Allows rem Manages r Offers rout Enables st Provides R Transports Manages a Provides s	Status Started Started Started Started Started Started Started Started	Manual Manual Automatii Automatii Automatii Disabled Automatii Automatii Automatii Manual Manual
Services and Applications Telephony MMI Control Services Indexing Service Jinternet Information Services Jinternet Information Services Jinternet Information Services	System Event Notif Task Scheduler TCP/IP NetBIOS Hel TCP/IP NetBIOS Hel Terninal Services Uninterruptible Pow Utility Manager	Tracks syst Enables a Enables su Provides T Allows a re Provides a Manages a Starts and	Started Started Started Started	Automatic Automatic Automatic Manual Manual Disabled Manual Manual
🛪 Start 🛛 🥂 🏔 🛤 🗖 Compute	Management	Starts and	1	Manual

22) Locate the Telephony service, and select Stop.

Services				×
Service	Status	Startup		Close
Protected Storage	Started	Automatic		
Remote Procedure Call (RPC) Locator	Started	Automatic		Start
Remote Procedure Call (RPC) Service	Started	Automatic		
Schedule		Manual		Stop
Server	Started	Automatic		
Spooler	Started	Automatic	_	Pause
TCP/IP NetBIOS Helper	Started	Automatic		Continuo
Telephony Service	Started	Manual		genning
UPS		Manual		Circler 1
Workstation	Started	Automatic	-	stattup
				HW Profiles
Startup Parameters:				
			_	Help
1				

23) Copy the file n2iptsp.tsp to C:\WINNT\SYSTEM32 (assuming C:\WINNT is the location of the OS). You will be asked if you are sute you want to replace, click Yes. Restart the Computer.



Uninstalling the Aspire TSP

24) Go to the Windows Control Panel/Administrative Tools/Services.

25) Locate the AspireTspStart service, and select Stop.

Action View 🛛 🖙 🔿 🔁 🔃	🖆 🛃 🖼 📑 主			
Free	Name 🔺	Description	Status	Startu
Computer Management (Local)	Alerter	Notifies sel	Started	Autom
System Tools	Application Manage	Provides s		Manua
Event Viewer	AspireTspStart		Started	Autom
🗄 🔜 System Information	🖏 ClipBook	Supports C		Manua
🕀 🎆 Performance Logs and Alerts	COM+ Event System	Provides a	Started	Manua
🕀 真 Shared Folders	Computer Browser	Maintains a	Started	Autom
🖳 🚚 Device Manager	DHCP Client	Manages n	Started	Autom
🗄 📆 Local Users and Groups	Distributed File Syst	Manages lo	Started	Autom
- 🎦 Storage	🖏 Distributed Link Tra	Sends notif	Started	Autom
Disk Management	🖏 Distributed Link Tra	Stores info	Started	Autom
Bisk Defragmenter	Distributed Transac	Coordinate	Started	Autom
Logical Drives	🖏 DNS Client	Resolves a	Started	Autom
H Granica and Analisations	DNS Server	Answers q	Started	Autom
- Services and Applications	🖏 Event Log	Logs event	Started	Autom
	Fax Service	Helps you		Manua
Services	File Replication Serv	Maintains fi	Started	Autom
	IIS Admin Service	Allows adm	Started	Autom
F Internet Information Services	Indexing Service	Indexes co		Manua
E INS	Internet Connectio	Provides n		Manua
	intersite Messaging	Allows sen	Started	Autom
	11			

26) Locate the Telephony Service, and select Stop.

🔜 Computer Management				
Action View 🛛 🗢 🔶 💽	🖙 🗈 🗠 😒 🗍 🕨	■ 11 ■>		
Tree	Name 🛆	Description	Status	Startup
Computer Management (Local)	Remote Access Con	Creates a		Manual
System Tools	Remote Procedure	Provides th	Started	Automa
Event Viewer	Remote Procedure	Manages t	Started	Automa
😐 📆 System Information	Remote Registry Se	Allows rem	Started	Automa
😟 🐺 Performance Logs and Alerts	Removable Storage	Manages r	Started	Automa
😟 🙀 Shared Folders	Routing and Remot	Offers rout		Disabled
🔜 Device Manager	RunAs Service	Enables st	Started	Automa
🖭 📆 Local Users and Groups	Security Accounts	Stores sec	Started	Automa
🖻 🎬 Storage	Server .	Provides R	Started	Automa
Disk Management	Simple Mail Transpo	Transports	Started	Automa
Disk Defragmenter	Smart Card	Manages a		Manual
Logical Drives	Smart Card Helper	Provides s		Manual
🕂 🖶 🚰 Removable Storage	System Event Notifi	Tracks syst	Started	Automa
E Services and Applications	Task Scheduler	Enables a	Started	Automa
wMI Control	TCP/IP NetBIOS Hel	Enables su	Started	Automa
Sa Servicer	Re Telephony	Provides T	Started	Manual
Todexion Service	Real Telnet	Allows a re		Manual
Internet Information Services	Terminal Services	Provides a		Disable
🖶 🎽 DNS	Uninterruptible Pow	Manages a		Manual
	Utility Manager	Starts and		Manual
🖁 Start 🛛 😭 🍋 🎲 🛛 💻 Comput	er Management 🛛 🛜 2000	I - WordPad		

27) When the Telephony Service has stopped go to Windows Control Panel/Add/Remove Programs. In Change or Remove Programs, select AspireTSP, then click the Change/Remove button.

	Currently installed programs:	Sort by: Name	_
Change or Remove	September 259	Size <u>32.</u>	.Ok
	To change this program or remove it from your computer, click Change/Remove.	⊆hange/Remove	
Add New	🛃 Windows 2000 Administration Tools	Size 28	39k
Programs			
Add/Remove			
Windows Components			
		Clg	<u>_</u> se



28) The verification message appears, click the Yes button to proceed.



5

29) Click the OK button at the end of the uninstall program. Uninstallation of the Aspire TSP is now complete.





Section 6:

Installing TAPI Clients

Section 6: Installing TAPI Clients



Enabling TAPI Clients - NT/2000/XP

The conditions for installing the TAPI 2.1 Client on Windows NT/2000/XP are as follows:

The Client PC should be connected to the Network via TCP/IP and all associated services (i.e. DNS/ WINS) should be configured.

The Client PC must logon to the same Windows Domain as the TAPI Server.

To issue the TCMSETUP command you must be logged on as a Local Administrator.

1) Enter the following command in the Run command line.

TCMSETUP /C SERVERNAME

Where **SERVERNAME** is the name of your TAPI Server

Run	<u>?</u> ×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	tomsetup /c servername
	OK Cancel Browse

2) By executing the command, the following should be received.

TAPI Administration Setup	×
TAPI Client successfully set up.	
OK	



Disabling TAPI Clients

The procedure for disabling a TAPI Client is the same across all Windows operating systems.

3) Enter the following command in the Run Command Line.

TCMSETUP /C /D

4) After executing the command, you will receive the following message. Click on OK.

TAPI Administration Setup	X
TAPI Client successfully disable	ed
ОК	







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