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1. Introduction

2. CTU Installation

3. CTA Installation

4. Troubleshooting

Aspire

1st Part CTI Manual

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

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General Description

1st Party CTI is designed to allow you to connect an Aspire phone to a PC. It is aimed for smaller office of between 1 and 10 users.

There are two types of interface, serial and USB. These can be used to allow call control from the PC. Answer the phone, clear down and out dial from your PC. The USB interface can also be used as a PC sound device, this can allow calls to be recorded using software on the PC.

Minimum PC Requirements

Before installing the CTA or CTU driver, please ensure the PC meets the minimum requirements.

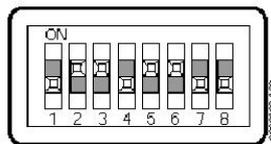
CPU	Intel® Pentium 300MHz or higher
Memory	128MB or more
HDD	250MB of available disk space
For a CTA Only	An available 9 way serial port
For a CTU Only	An available USB port
Operating System	Microsoft® Windows® 2000 Professional Microsoft® Windows® XP Professional

Screenpop Support

For Screenpop support, please contact NEC Infrontia technical support.

Installing the CTU

1. **Caution! To avoid damage to the CTU unplug the line cord from the phone. You will also need to unplug the AC adapter from the CTU unit.**
2. If only one adapter is to be installed on the phone, the adapter should be installed on the right hand side of the phone (beneath the handset.) Using a flat-head screwdriver, remove the plastic punch-out plate covering the connector.
3. Set the dipswitches as shown in the diagram.



4. Position the adapter with the connector as shown below.



5. Hook the two plastic prongs into the bottom of the phone.
6. Push the connector into place. The top latch on the top of the adapter should lock into place when it is properly positioned.
7. Ensure that the ESIU port (that the system phone will be plugged into) is set to Not Used in Program 10-03-01.
8. Connect the power to the CTU
9. Plug the line cord back into the system phone
10. The ESIU port will be automatically assigned to the correct type (Program 10-03-01)

The USB cable connected to the CTU must pass two times through (one turn) the ferrite sleeve supplied to comply with EMC requirements.



Aspire Programming

The CTU should be automatically detected when installed. You can check this by going into programme command 10-03-01. It should be detected as a type 4, CTA/CTU.

Command 15-02-19 must be set to 0 for CTI for the CTU to initialise.

Installing the Driver in Windows 2000

Do Not Connect the USB Cable from the Keypad to the PC until Instructed to do so.

To be able to install the CTU driver, you must first logon to the PC with Administrative privileges.

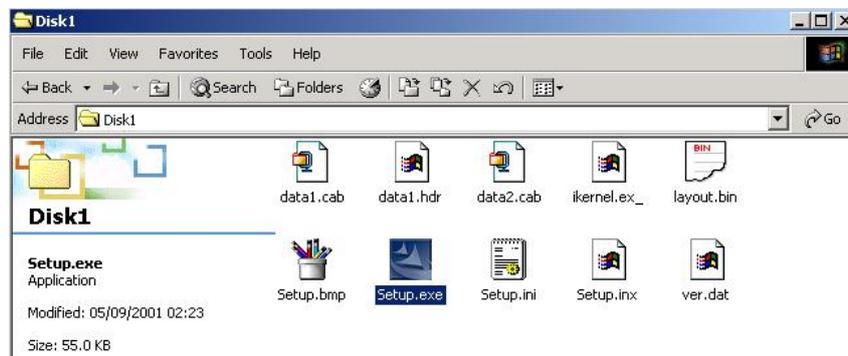
1. You must then extract the installation files, double click the files named 'CTU USB Driver.exe'



2. Choose a location to extract the files to and click unzip. Once complete you will receive and confirming 11 files have been unzipped.



3. Browse in the folder the files were extracted to and open the CTU USB Driver folder. Run the Setup from the Disk1 folder.



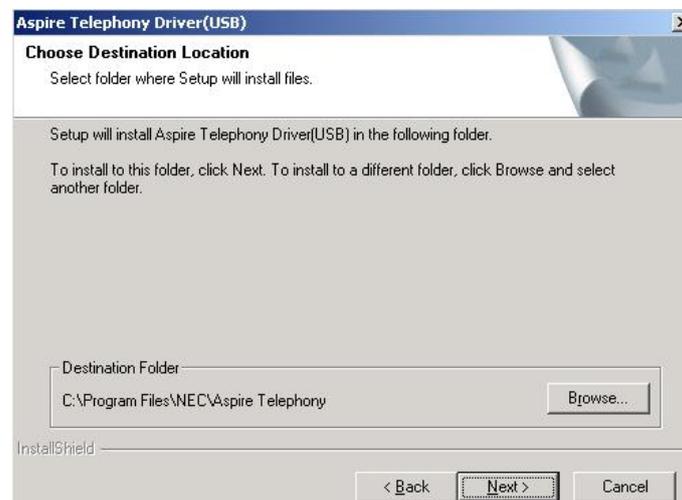
- At the service software screen, select CTI Connection and click Next.



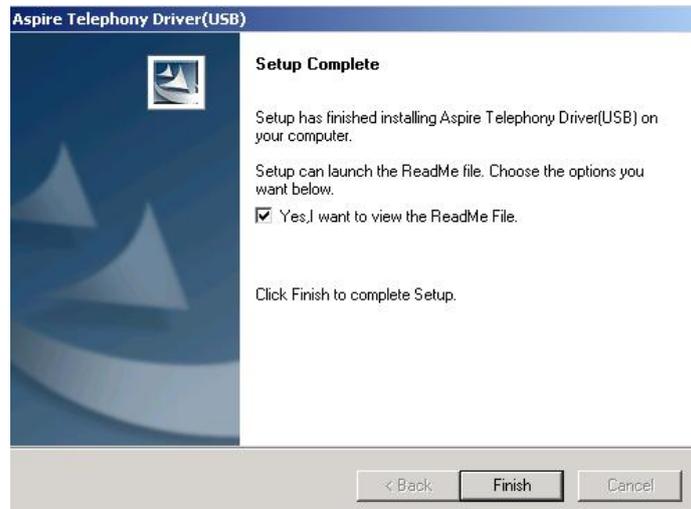
- At the welcome screen, click next



- Select the folder the driver will be installed into and click next.



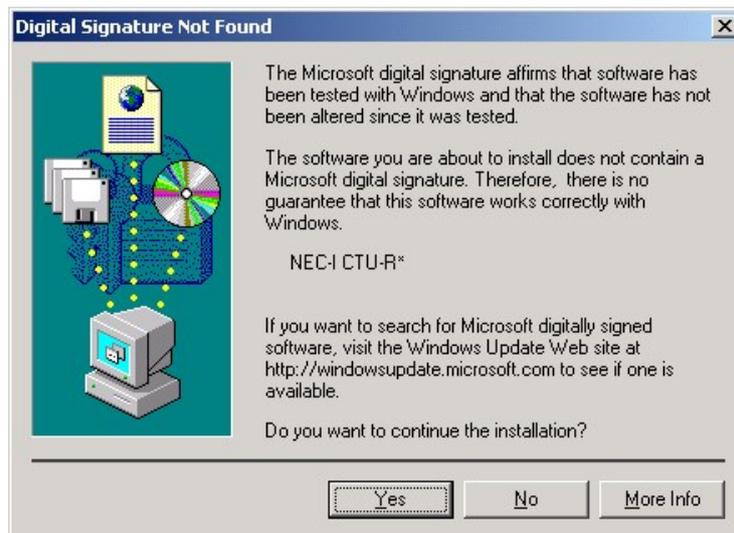
7. Once the install has complete you see the following screen. Click finish



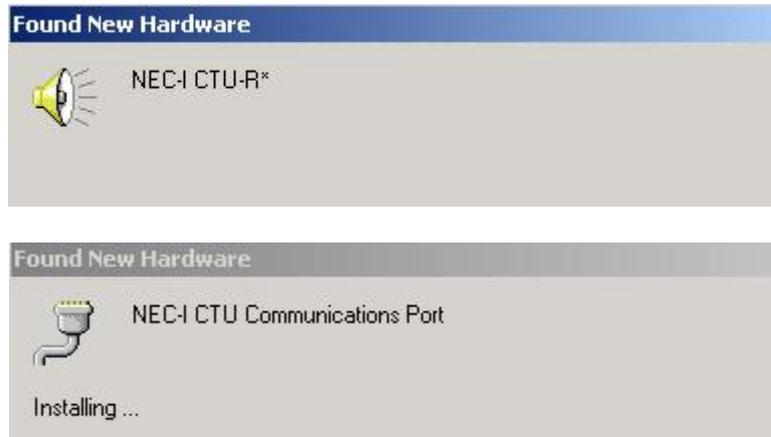
8. You will now be asked in connect your USB cable from the CTU to the PC. Ensure you push the USB connector firmly into the USB socket.



9. Depending on the configuration of your PC, you may receive the following warning message, if you do, click 'Yes.'



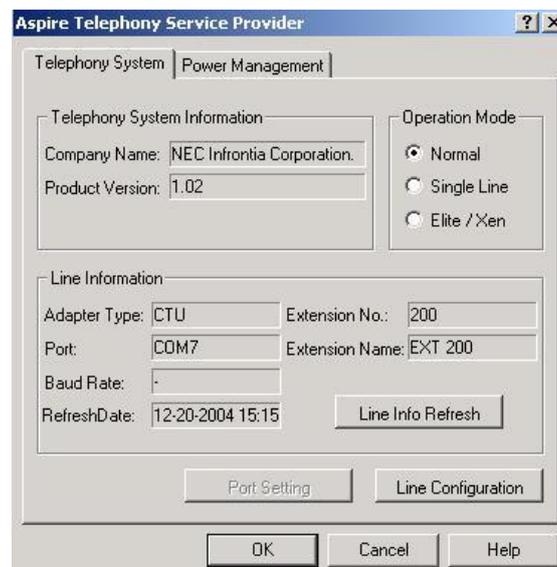
10. When you connect the USB cable to your PC, Windows will start to install the drivers for the CTU.



11. The CTU will now initialise, this may take between one and two minutes.



12. Once the CTU has initialised, you will receive the Aspire Telephony Service Provider configuration window.



13. You may be prompted to restart the PC, if prompted are, the CTU will not function correctly until you have restarted.

Installing the Driver in Windows XP

Do Not Connect the USB Cable from the Keypad to the PC until Instructed to do so.

To be able to install the CTU driver, you must first logon to the PC with Administrative privileges.

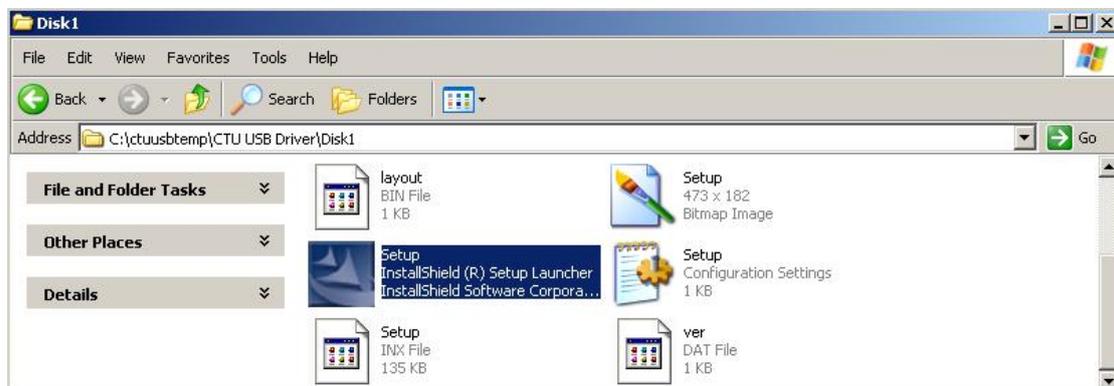
1. You must then extract the installation files, double click the files named 'CTU USB Driver.exe'



2. Choose a location to extract the files to and click unzip. Once complete you will receive and confirming 11 files have been unzipped.



3. Browse in the folder the files were extracted to and open the CTU USB Driver folder. Run the Setup from the Disk1 folder.



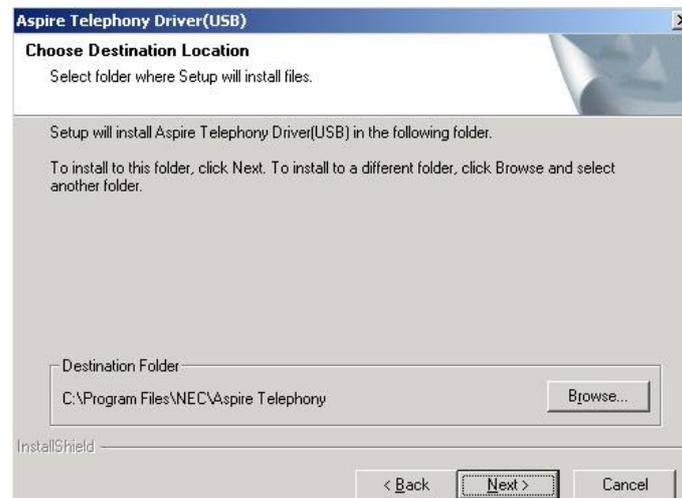
- At the service software screen, select CTI Connection and click Next.



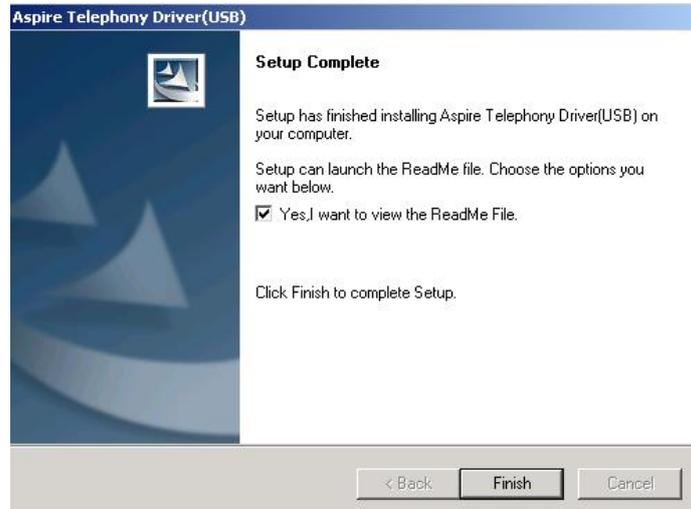
- At the welcome screen, click next



- Select the folder the driver will be installed into and click next.



7. Once the install has complete you see the following screen. Click finish



8. You will now be asked in connect your USB cable from the CTU to your PC. Connect the USB cable firmly in to the PC.



9. The Found new hardware wizard will start. Make sure Install the software automatically is selected and click next.



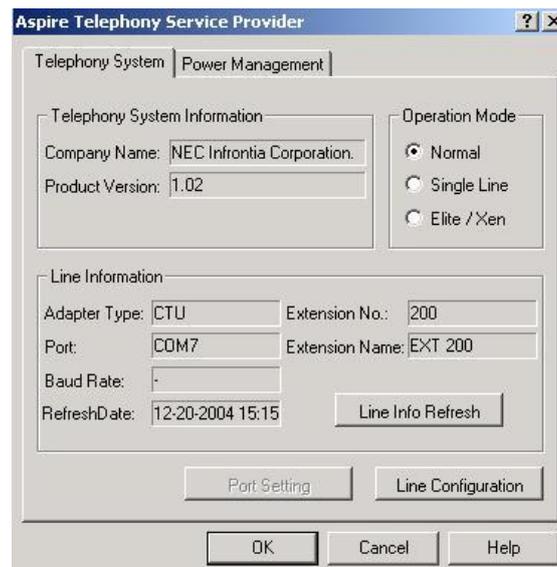
10. The Hardware Installation window will appear, click on Continue Anyway.



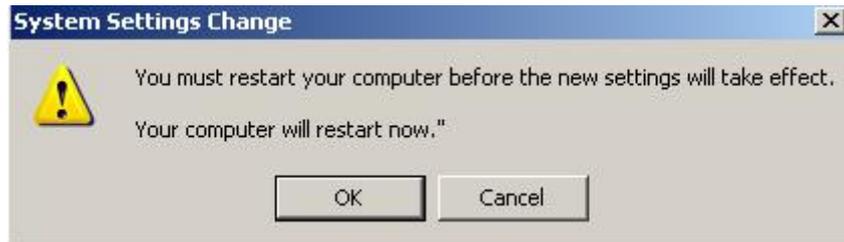
11. The CTU will now initialise, this may take between one and two minutes.



12. Once the CTU has initialised, you will receive the Aspire Telephony Service Provider configuration window.

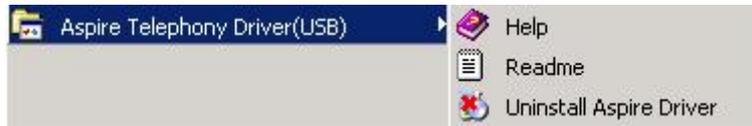


13. You will now need to restart the PC to complete the installation

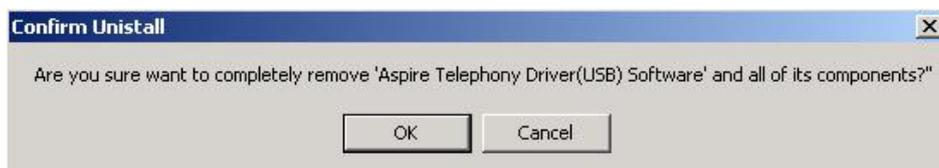


Uninstalling the Driver

1. Before uninstalling the drive, make sure you disconnect the USB cable from the PC.
2. Go into Start / Programs / Aspire Telephony Driver (USB) and click Uninstall Aspire Driver



3. To confirm you wish to uninstall, at the prompt click OK.

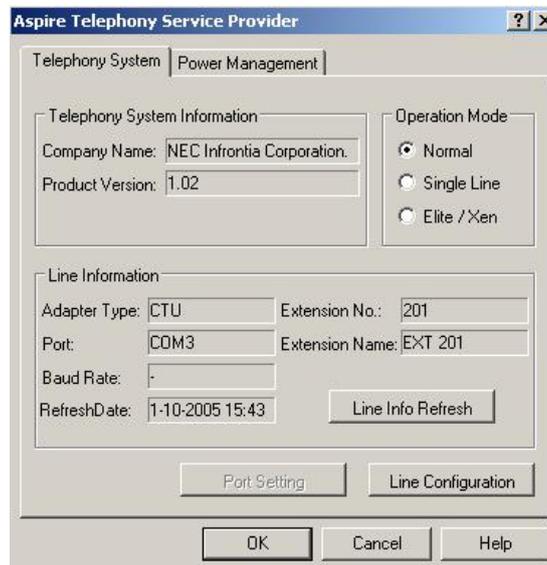


4. To complete the uninstall, select 'Yes, I want to restart my computer now'



Configuring The CTU Driver

To look at the setup of the CTU driver, go into 'Start / Settings / Control Panel / Phone and Modem Options.' Select the 'Advanced' tab and double click the 'Aspire Telephony Service Provider.'

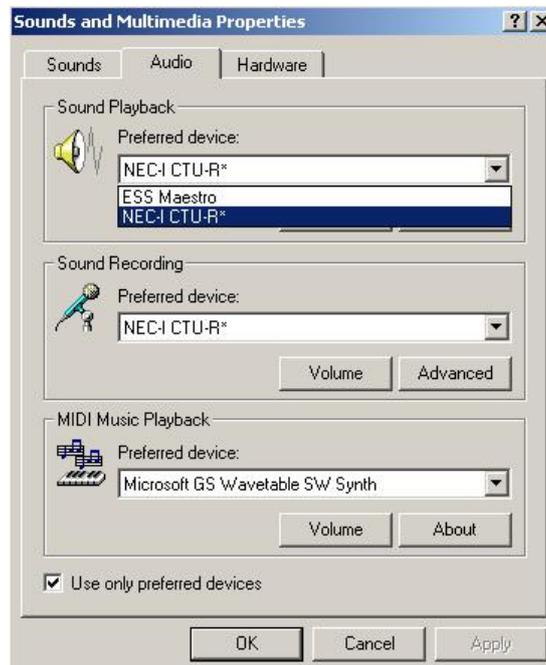


You should also be aware that when the CTU is installed, it installs as a sound device, similar to a sound card. This means you can use your phone as a PC speaker. In doing this when your phone is playing a sound, it is busy. You can also use the CTU to record any sounds that are played through the phone.

To check or change the settings in Windows XP go into Start / Settings / Control Panel / Sounds and Audio Devices, then select the Audio tab. From there you can then change the default device for Sound Playback and sound recording.

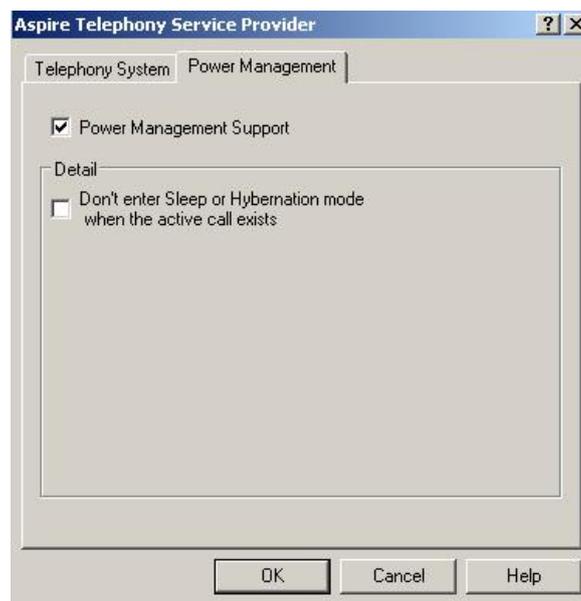


To Check or change the settings in Windows 2000 go into Start / Settings / Control Panel / Sounds and Multimedia.



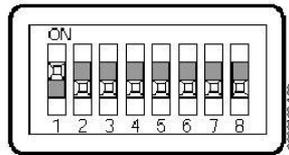
When the CTU is installed, it installs as a sound device. This means it can play and record sounds.

If you click on the 'Power Management' tab you can enable or disable power management. You can also choose if to enable 'Hibernation mode' when you are on a call or not.



Installing the CTA

1. **Caution! To avoid damage to the CTA unplug the line cord from the phone. The CTA does not require power!**
2. If only one adapter is to be installed on the phone, the adapter should be installed on the right hand side of the phone (beneath the handset.) Using a flat-head screwdriver, remove the plastic punch-out plate covering the connector.
3. Set the dipswitches as shown in the diagram.



4. Position the adapter with the connector as shown below.



5. Hook the two plastic prongs into the bottom of the phone.
6. Push the connector into place. The top latch on the top of the adapter should lock into place when it is properly positioned.
7. Ensure that the ESIU port (that the system phone will be plugged into) is set to Not Used in Program 10-03-01.
8. Plug the line cord back into the system phone
9. The ESIU port will be automatically assigned to the correct type (Program 10-03-01)

The RS232 cable connected to the CTA must pass two times through (one turn) the ferrite sleeve supplied to comply with EMC requirements.



Aspire Programming

There are two modes that the CTA can be used in. CTI mode and SMDR mode (Direct Print Mode.) The baud rate must also be set to 19200

Program 15-02-19 = 0 should be set for CTI mode.

Program 15-02-20 = 2 should be set for 19200.

Installing the CTA Driver Windows 2000 / Windows XP

To be able to install the CTA driver, you must first logon to the PC with Administrative privileges.

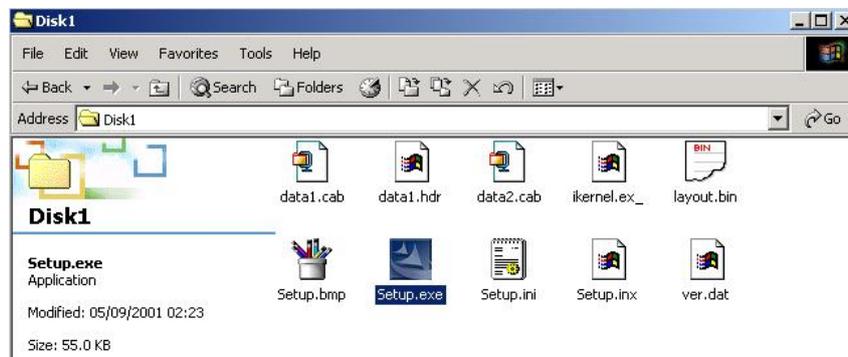
1. Before you start the installation, ensure the RS232 cable is connected to the PC and the telephone.
2. You must then extract the installation files, double click the files named 'CTA Driver.exe'



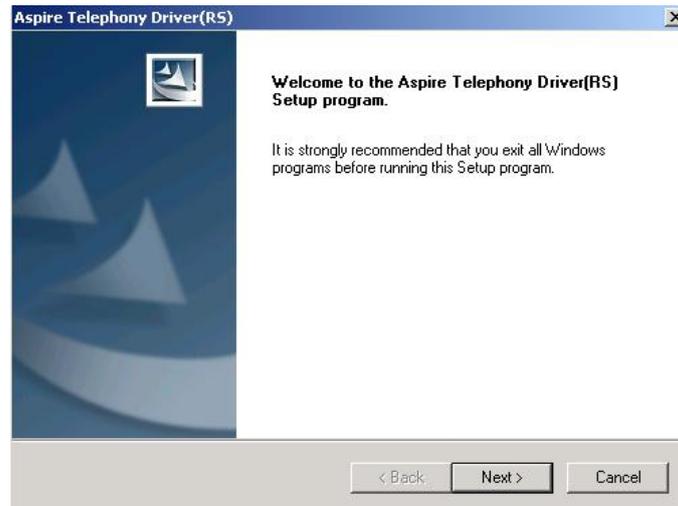
3. Choose a location to extract the files to and click unzip. Once complete you will receive and confirming 11 files have been unzipped.



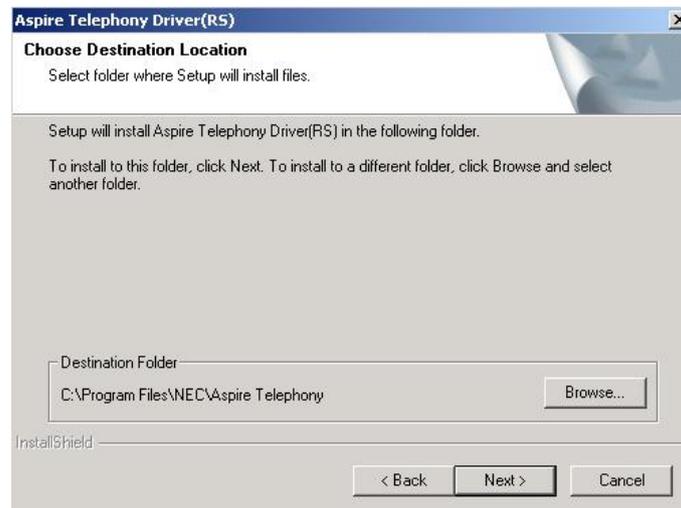
4. Browse in the folder the files were extracted to and open the CTA Driver folder. Run the Setup from the Disk1 folder.



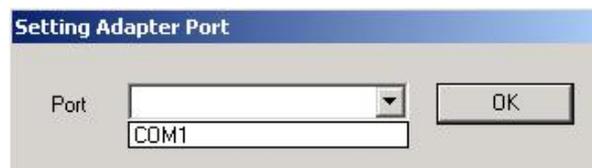
- At the service software screen, select CTI Connection and click Next.



- At the welcome screen, select the location you wish to install to and click next



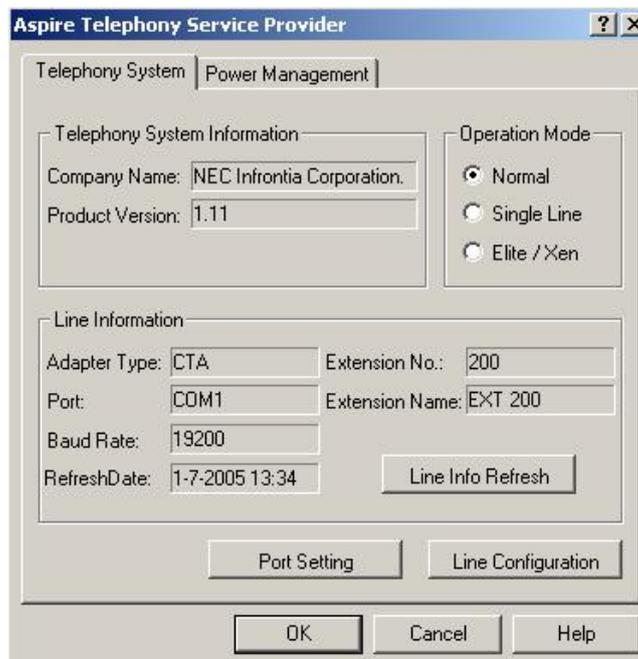
- You will now be prompted to select the com port the CTA will be connected to.



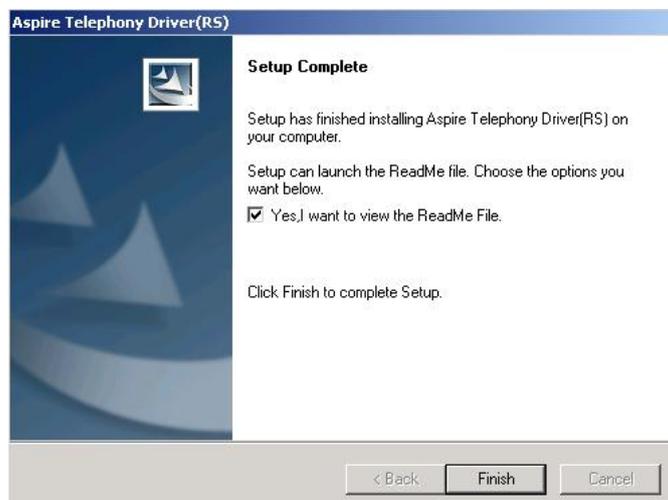
8. The CTA will now initialise, this may take between one and two minutes.



9. When the CTA is initialised, information about the extension and Com port will be displayed in the following windows. If the extension number and extension name are correct, this means the PC can communicate to the CTA.



10. Once complete, click finish.

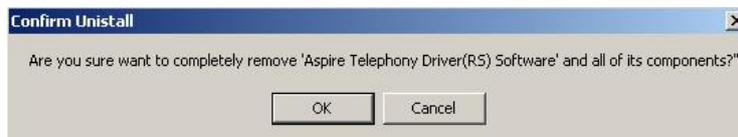


Uninstalling the CTA Driver

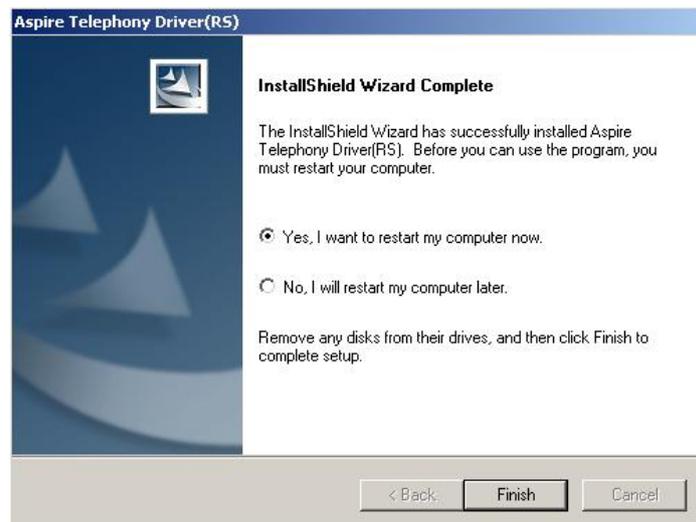
1. Before uninstalling the drive, disconnect the serial cable from the PC.
2. Go into Start / Programs / Aspire Telephony Driver (RS) and click Uninstall Aspire Driver



3. To confirm you wish to uninstall, at the prompt click OK.



4. To complete the uninstall, select 'Yes, I want to restart my computer now'

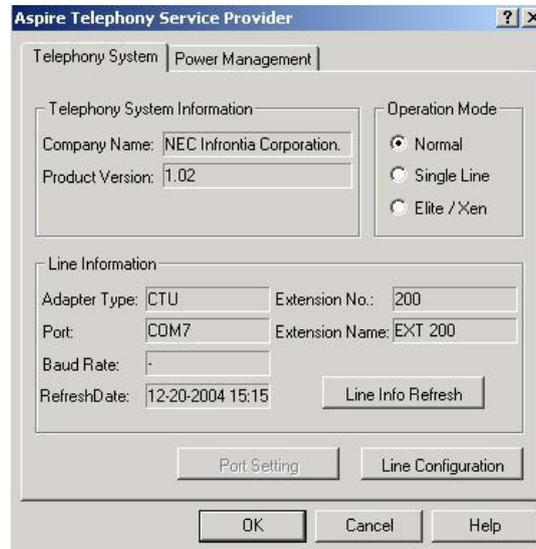


Configuring the CTA Driver

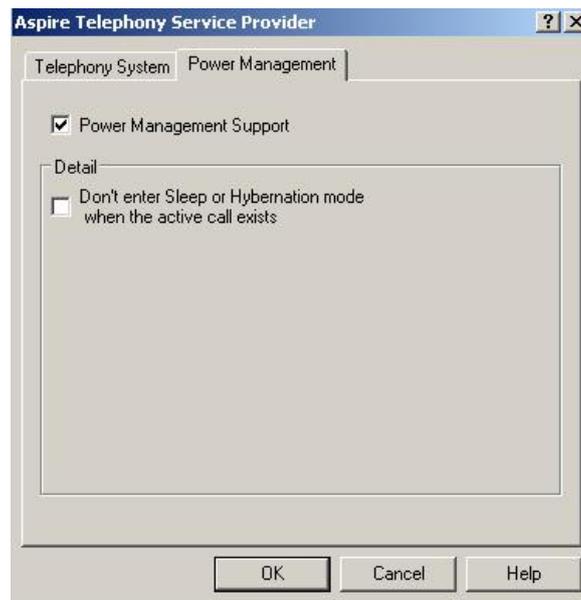
Should you wish to reconfigure the driver to use another Com port or to use with another extension, you can reconfigure the driver as follows.

Go into Start / Settings / Control Panel / Phone and Modem options. Select the Advanced tab, listed in the providers should be 'Aspire Telephony Service Provider.' To change to another Com port, click Port Settings. A window will pop up allowing you to select another Com Port.

The display will refresh and redetect the extension periodically. If you want to do in immediately refresh, you should click 'Line Info Refresh.'



If you click on the 'Power Management' tab you can enable or disable power management. You can also choose if to enable 'Hibernation mode' when you are on a call or not.



Troubleshooting

General	
Problem	Solution
The 'Aspire Telephony Service Provider' option is not displayed in Control Panel / Phone and Modem Options / Telephony / Advanced	It is most likely there has been a problem with the installation of the driver. Try the installation again, make sure you are logged on to the PC with administrative privileges
CTA	
Problem	Solution
Unable to communicate with the CTA	<ol style="list-style-type: none"> 1. Check the Serial cable is firmly connected to the Keypad and the PC. 2. Check PRG 10-03-01 to be sure the CTA is being detected by the Aspire. 3. During the installation of the CTA driver, the CTA 'Initialises', if the phone / Serial cable is unplugged when the driver is installed it may not be detected. Try restarting the PC. 4. Check the serial lead is connected to the correct com port. 5. Check to make sure no other applications are using the same Com Port. For example a modem could be using the same Com Port.
CTU	
Problem	Solution
Unable to communicate with the CTU.	<ol style="list-style-type: none"> 1. Check that the USB cable is firmly plugged into the phone and PC. 2. Ensure that the power is plugged into the CTU. 3. Check PRG 10-03-01 to be sure the CTU is being detected by the Aspire. 4. During the installation of the CTU driver, the CTU 'Initialises', if the phone / USB cable is unplugged when the driver is installed it may not be detected. Try restarting the PC. 5. Check in Device Manager under 'Ports (Com and Lpt)' and make sure that 'NEC-I CTU Communications Port' exists. Also check there is not an exclamation mark against the device.

Unable to record audio in an application	<ol style="list-style-type: none">1. Check to see that your operating system is configured to use the CTU for sound recording, as detailed in 'Configuring the CTU' section of the manual.2. Another application is using the audio device. Close down the application and try again.
Unable to Play sounds through the Keypad	<ol style="list-style-type: none">1. Check to see that the PC is correctly configured to use the NEC CTU for sound playback. For more information, please see the 'Configuring the CTU' section of the manual.