



Strata® CIX Technical Bulletin

TBCIX-0015
March, 2006

New BPCI TAPI Driver and Outlook Integration

New BPCI TAPI driver provides a more stable connection and a consistent operation. Also added is the screen pop integration with Microsoft Outlook.

What's New

The following new features are added by the new driver and Outlook link application:

- Outlook integration pops up the contact information of the caller when Caller ID is available.
- TAPI messages improve various TAPI application compatibility—Line Blind Transfer, Line Forward.
- The new driver provides the following:
 - More stable USB connection.
 - Consistent event reporting to applications for better compatibility.

Software

The latest version of the TAPI Service Provider is available at the “CTI Drivers and Utilities” section on FYI.

Install TAPI Service Provider

The BPCI TAPI Service Provider acts as the interface between the Microsoft's Telephony Application Programming Interface (TAPI) and the Strata CIX via the BPCI connection. It allows you to control your telephone set with a TAPI-compliant application such as Outlook®, Goldmine®, and ACT!®, etc. running on an associated PC.

Before you begin installing the BPCI TAPI Service Provider, make sure that the client PC meets all the requirements listed below. You should also ensure that the PC is properly connected to the DKT3000-series phone via the USB connector.

System Requirement

- The desktop PC system should meet the following requirements in order to support the BPCI TAPI Service Provider:
- Windows NT® 4.0 with Service Pack 6a, Windows® 2000, or Window XP Professional.
- Minimum of 20 MB of free hard disk space.
- CD-ROM drive.
- Pentium® II, 500 MHz processor or higher.
- 128 MB of memory or higher.

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Install TAPI Service Provider

In addition, you'll need to get a USB connection to the DKT3000-series telephone set with BPCI option. The telephone set must be connected to a BDKU or BDKS PCB set to the "BDKU" mode. For more details on the BPCI installation, refer to the "BPCI Installation" on page 15-11 in the *Strata CIX Installation and Maintenance Manual*.

Prior to Installation

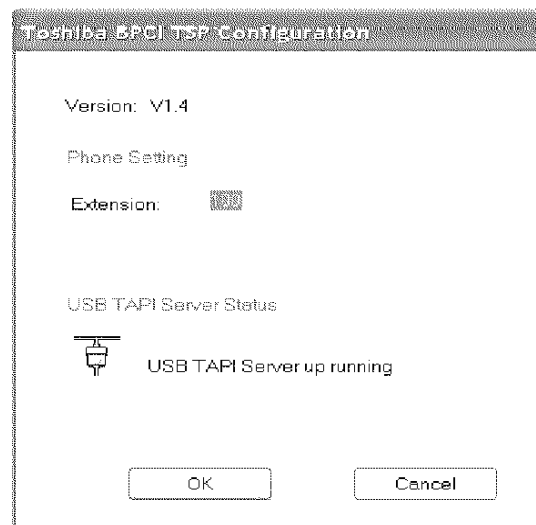
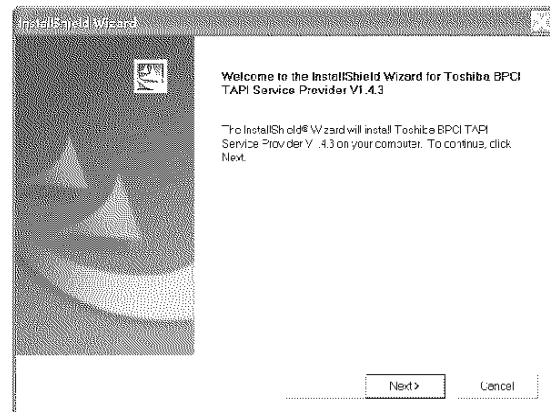
Important! *If this procedure is not performed, the new Toshiba BPCI TAPI Service Provider may not function properly.*

Users who currently have the old 'TOSHIBA CTX DOAI TAPI SERVICE PROVIDER' installed on their PC will need to remove it using the following procedure:

1. Go to CONTROL PANEL > PHONE AND MODEM OPTIONS > Advanced-Tab and remove the [Toshiba CTX TAPI service provider] entry from the list of Providers.
2. Go to ADD/REMOVE Program and remove (uninstall) the program [Toshiba CTX TAPI service Provider] from your PC.
3. Reboot the PC.

Installation Procedure

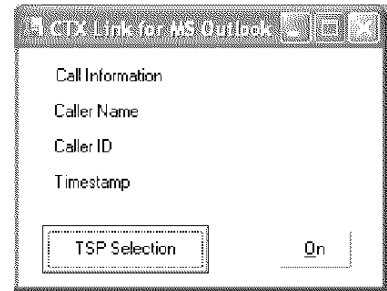
1. Insert the Toshiba BPCI TAPI Service Provider CD-ROM into the CD-ROM drive of the PC.
2. The installation automatically starts and the Welcome screen displays (shown right). If not, open the CD-ROM content and double-click on the file SETUP.EXE to start the installation process.
3. Click NEXT to see the Software License Agreement dialog. You must agree to the description of the License by clicking the Yes button for the installation to continue.
4. If Yes is chosen, the installation of the TSP starts.
5. After the installation of the TSP is complete, the system asks to reboot the PC. You must reboot the PC for the USB driver of the BPCI Phone to be updated and configured properly. This task is necessary for your PC to recognize the Toshiba BPCI Phone the next time it starts.
6. Once the system boots up, connect the BPCI Phone to a USB port of the PC.
7. Windows displays the message "Detect new hardware and install the driver." If a dialog pops up and says this driver is not Certified by Microsoft yet, just click Continue to have Windows finish installing the USB drivers for the BPCI phone.
8. If the PC asks to reboot, please do so.
9. Go to CONTROL PANEL > PHONE AND MODEM OPTIONS > Advanced-Tab. In the list of Providers, you will see Toshiba BPCI TAPI service provider. Double-click on this item to open the configuration window.
10. The configuration dialog (shown right) for the Toshiba BPCI TAPI Service Provider pops up and asks you to enter the <Extension number> of the BPCI phone that connects to this PC. Please enter the correct extension number.
11. Click OK.



Toshiba CIX/Microsoft Outlook Link

A special file has been created to expedite the use of the Toshiba BPCI TSP system. The file is part of the overall installation process described in the "Installation Procedure" on page 15-11 in the *Strata CIX Installation and Maintenance Manual*. Once the installation is complete, the process places an icon on your desktop that you will use to activate this link. To use the the link, follow the instructions below:

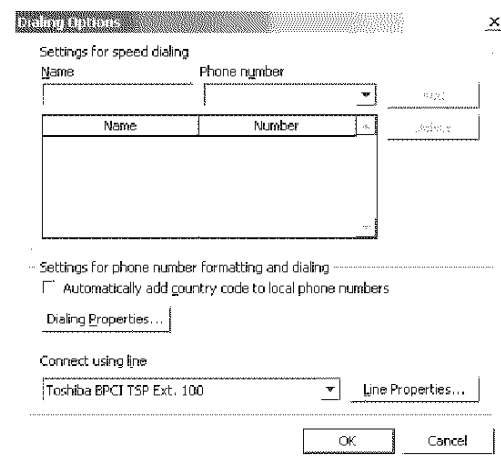
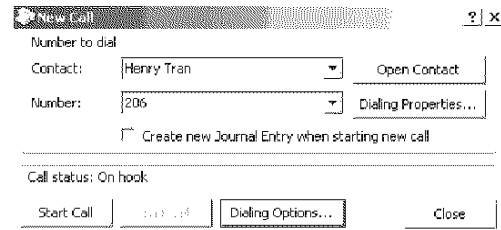
1. Click on the icon. The CIX Link for MS Outlook screen displays (shown right):
2. Click TSP Selection. The TSP Setup Window displays.
3. From the drop-down menu, select Toshiba BPCI TSP. Click OK. The setup window disappears.
4. Click On to activate the link.
5. Click the minimize button so that the program runs in the background.
6. If you receive a call from a number listed in the contacts list in Outlook, the Contacts screen with detailed information of the caller displays letting you know who is calling.



Test/Use BPCI TAPI Service Provider with Microsoft® Outlook Dialing

Microsoft's Outlook helps users manage their time and information more effectively. Using BPCI TAPI Service Provider, the user can place calls using the contact list in the Outlook address book.

1. Once you've installed the BPCI TAPI Service Provider correctly, you can simply open Microsoft Outlook and open the Contacts folder. Right-click one of the contacts that you want to call, then click Call Contact.
2. The New Call window opens (shown right). Click Dialing Options to make sure you are using the correct line to call.
3. In the newly-opened Dialing Options window (shown right), in the Connect Using Line Properties area, select the Toshiba BPCI TSP, then click OK.
4. Back in the New Call window, click Start Call. Call status shows as Dialing. At this point, the speaker on your DKT3000-series phone activates, and you can hear the call progress.
5. When the call is connected, you see the Call Status as Connected. Closing this window ends the call. You can also end the call from the DKT3000-series phone, or by clicking End Call.



Interactions between Strata CIX/TAPI

This version of the Toshiba BPCI TSP could interact differently with your TAPI application in the following ways:

1. Multiple Appearance support: The TSP ignores incoming call events from any key on the BPCI phone except the PDN (FK1) key. Since most TAPI applications can only work with a single line, the following keys are ignored: GCO Key, Pool line key, Phantom DN and Secondary DN keys
2. Paging Call: The call control protocol does not distinguish between a regular incoming call and a paging call. It is strongly recommended you remove the paging key from the SPCI station to eliminate any confusion that might occur.

Trace Logs

The BPCI Telephony Service Provider logs error and trace information to a log file called BPCI.log under the /Program Files/Toshiba BPCI TAPI Service Provider directory. If site has a problem, the user will need to pass this log file to Toshiba Technical Support.