



frequently asked questions for CTI

Compiled by: N Rumble and R Cozens

What is the Samsung TSP?

The Samsung Telephony Service Provider (TSP) Version 2.1 is a link driver connecting a Samsung Telephone system to a PC server supporting Microsoft TAPI Version 2.1. The Samsung TSP will provide a variety of 3rd party telephony services from basic programs such as Microsoft Phone Dialler to extended telephony applications such as Smart Console and ARC Call Connect.

TAPI 2.1 Server

Minimum Specification: Pentium III 800Mhz CPU (Genuine recommended) (512Mb RAM, CD, 20Gb HD, Serial and Parallel Ports, NT Server 4.0 with Service Pack 6a or later/Windows 2000 Server with Service Pack 2).

A dedicated server is recommended for 3rd Party CTI Installations. If an existing server must be used, the installer and customer have to understand the current workload on the server and the business impact should the server require a reboot, general maintenance or develops a hardware fault for instance.

Note: Samsung strongly recommend that the TAPI Server is a dedicated server.

Note: When installing the CTI Driver Package on a PDC, a 'trust' relationship must be established between the participating domains for the client pc's to send and receive TAPI transactions.

Client PC's

Client pc's need to be running Windows 98 or 2000 with Service Pack 2 or NT4 with Service Pack 6a and a minimum specification of PII/III CPU, 64Mb RAM, 400Mb Hard disk space and a working TCP/IP LAN card.

Before configuring the client pc, the installer should ensure that the pc meet the above specifications and determine whether the pc's are already connected to the network, whether they are on the same NT/2000 domain as the TAPI 2.1 server etc.



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Which settings are required on the PBX?

Telephone Switch Configuration

1. Change the software to the appropriate version depending on the switch type (currently T7.02 for the DCS/Compact II and L1.12 for the iDCS500).
2. Connect the SIM to a DLI port on the DCS or serial cable to Misc. Card on the Compact II or via the LAN for the iDCS 500.
3. For the DCS or CII **ONLY**, connect the SIM cable or serial cable to the server (note the COM port used).
4. **CONNECT THE SECURITY DONGLE TO THE SERVERS' PARALLEL PORT.**
5. For the DCS or CII **ONLY**, set CTI/SMDR with MMC 804 (check the Baud rate and DTE settings) set Baud to 19200 for the DCS, 9600 for the Compact II.

Note: Check the settings in MMC 311 for SIM being used and change the baud rate to match MMC 804.



Which settings are required on the Telephony Server?

Telephony Server Configuration

The information in this article applies to:

- Microsoft Windows 2000, Advanced Server
- Microsoft Windows 2000, Server

SUMMARY

Windows 2000 Server and Windows 2000 Advanced Server include a telephony server for distributed access to shared telephony devices. For example, a LAN-based server may have multiple connections to a local telephone switch or PBX. Telephony Application Programming Interface (TAPI) operations invoked by a client are forwarded over the network to the server. The server can then use a third-party call control between itself and the PBX to fulfil the client's call control requests.

TO PERFORM THE FOLLOWING, LOGON AS AN ADMINISTRATOR OF THE LOCAL (TELEPHONY) SERVER

MORE INFORMATION

How to Enable or Disable a Telephony Server

1. Click **Start**, click **Run**, type **mmc**, and then press ENTER.
2. Click **Console**, and then click **Add/Remove Snap-in**.
3. Click **Add**, and then click **Telephony** in the list.
4. Click **Add**, click **Close**, and then click **OK**.
5. In the console tree, click the plus sign (+) next to **Telephony** to expand the item, and then click the server you want to manage.
6. On the **Action** menu, click **Properties**.
7. On the **Setup** tab, click to select the **Enable telephony server** check box to enable the server (or click to clear the check box to disable the server).

NOTE : If the **Enable telephony server** check box is unavailable, you need to start the Telephony service first. To do this, use the following steps:

- a. Click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Administrative Tools**.
- b. Double-click **Services**.
- c. Right-click **Telephony** in the list of services, and then click **Start**.



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After you enable the server, specify a logon account in the Account Information area.

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 or in a domain that has a two-way trust relationship with the domain containing the server.

8. Click Console, Save As, Save in: select Desktop, type Telephony Console, click Save, exit the Telephony Console.
9. Run the set-up program for the Samsung TSP 2.1, following the on-screen instructions remember to input the ip address for iDCS 500 on the Communications Settings screen.

For the DCS or CII **ONLY**, you will need to make sure that the Baud rate settings match the values set previously on the Telephone Switch (MMC 804 and 311).

If the server is a Member Server, substitute the server name for the domain name when prompted.

10. When prompted, reboot the server. Login as Administrator, from the Start menu, select DCS Telephony Service Provider, DCS-CTI Link Monitor. You will be prompted to enter the server's machine name (Net bios name).
11. After a few seconds, the DCS-CTI Link Monitor portion of the screen should become active. Lift and replace the receiver of a connected extension to observe ONHOOK events etc.
 - a. Use Phone Dialler to check that the server can use an extension from the DCS.

How to Assign a Telephony User to a Line or Phone

12. In the console tree of the Telephony command console, click the \\WINNT\System32\DCSTSP.TSP Service Provider. In the details pane, in the **Line Name** or **Phone Name** area, click the appropriate line or phone.
13. On the **Action** menu, click **Edit Users** , and then click **Add** .
14. In the **Look in** box, click the domain that contains the user.
15. In the list, click the user, and then click **Add** .

NOTE : You can also start the Telephony management console in Windows 2000 Server, by clicking **Start** , clicking **Run** , typing **tapimgmt.msc** , and then clicking **OK** .

This procedure changes whether clients can use the telephony devices accessible to the server. Changes take effect the next time the computer attempts to start the TAPI service.

To manage the Telephony service, you must be a telephony administrator on the server or logged on as an administrator of the server.



How do I enable TAPI on the Client Pc's?

Note: Microsoft has removed the tapi service patch for Windows 95. For this reason, Windows 95 clients are not recommended by STUK for 3rd party tapi applications.

The following instructions are for a Windows 98 client pc logging into the CTI server Domain as the required User.

To set-up a Windows 2000 or Windows XP Professional (XP Home Version does not support TAPI) client, refer to the section following on from this next section.

1. Click Start, Settings, Control Panel, click the Network icon.
2. Click the File and Print Sharing box, ensure that the 'I want to be able to give others access to my files' option is selected.
3. Click the Access Control tab. Ensure the User Level Access Control radio button is selected.
4. In the Obtain list of users and groups from: box, type the Domain Name of the CTI server.
5. Click OK and Restart the pc.
6. When the pc has restarted and you are logged in as the User, click Start and then click Run.
7. Type tcmsetup /c machine name. Restart the computer.

Where machine name is that of the CTI server

8. Restart the pc.
9. Login as the user and use Phone Dialler to make a call. Be sure the Dialling Properties are set from the Tools menu.

At this stage, the CTI server and client is set-up to send and receive 3rd Party TAPI requests. The CTI application(s) can now be loaded.



How to Specify Telephony Servers on a Windows 2000 or Windows XP Professional Client Computer

On the client computer, click **Start**, click **Run**, and then type the following command:

tcmsetup /c server1 server2

The *server1* and *server2* variables represent names of one or more TAPI servers. The command replaces any previous list, so make sure you list every telephony server you want to make available to the client.

The TAPI client is installed with the Windows 2000 operating system, but you need to perform this procedure to specify servers for the client. The client must be in the same domain as the server or in a fully trusted domain.

You must log on to the client as an administrator to perform this command. If you are logged on to a computer in the Users or Power Users group, you can use the **runas** command to run Tcmsetup as an administrator, as shown in the following example:

runas /user:mydomain\myname "tcmsetup /c servername"

NOTE : You may have to restart the Telephony service for this change to take effect.

Before client users can dial out using the phone lines on the TAPI server, the TAPI server administrator must also assign the users to the phone lines.

Note that Telephony Server is not a modem-sharing server and it does not function as such. To share a connection for Internet access, Microsoft encourages users to use Internet Connection Sharing (ICS) in Windows 2000 Professional, or Microsoft Proxy Server 2.0 Network Address Translation (NAT) in Windows 2000 Server. You can use either of these methods to allow multiple users to use and share the same connection to the Internet simultaneously.



Why is the 'Edit Users' option not available from the domain to assign Users to Extensions on the PBX?

1. The pc has been logged on to the domain. Logout and login locally as the Administrator.
2. Some TCP/IP settings can cause this. In the TCP/IP settings page, try setting the Preferred DNS Server Address to IP Address of the Domain Controller.

CTI Applications are not Working on a Windows 2000/XP Professional pc

1. The pc must be logged on to the domain and not logged on locally.

CTI Applications are not Working on a Windows 98 pc

1. Check the Network settings to ensure 'File sharing' is enabled and also that the Access Control is set to 'User Level' Access to the domain containing the CTI Server.

Cannot Install the Samsung TSP the error message "An error occurred during the move data process...."

1. The TSP may have been installed previously. Try removing the file C:\WINNT\system32\DCSTSP.tsp and re-run the Setup file.
2. RAS may be running. Go to the Services section and Stop any RAS related services.
3. The CD cannot be read for the installation to proceed. Try copying the files to the hard disk and re-run the Setup file.