



AsnomTAPIduo

COMIREL

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Introduction

AsnomTAPIduo is a TSP (TAPI Service Provider). It extends TAPI capable applications by the ability to make phone calls using **SNOM** VoIP phones. Up to two **SNOM** phones can be remotely controlled.

From TAPI capable applications as for example ActiPOINT or Outlook you can initiate and terminate calls. The use of powerdialer is made possible of this.

Using the free of charge background program *ActiNOTIFY*, *AsnomTAPIduo* can be linked to the groupwares/PIMs Outlook and or Notes.

In the following you find a brief abstract of the contents of the single chapters.

In the chapter ‚specification and requirements’ you find a brief abstract from the list of the possibilities of *AsnomTAPIduo*. Furthermore, please, notice the requirements important for the use, which are listed in this chapter.

The chapter ‚installation’ describes the steps necessary for the installation and gives assistance, if one or other obstacle appears.

In the chapter ‚configuration’ the settings for the meaningful use are demonstrated. Settings like the URL of your **SNOM** VoIP phone and the associated ports among other things have to be determined.

In the chapter ‚configuration of the SNOM phone’ the necessary additions in the SNOM configuration are described.

If the current configuration leads to unwanted behaviour, than you can look for hints of possible causes and their recovery in the chapter ‚Troubleshooting’.

Specification and Requirements

Specification of *AsnomTAPIduo*

- ✚ Remote control of the VoIP phones of the company **SNOM** Technology Ag. The following features are made available (depends of the TAPI application):
 - **Make calls**
 - **Answer calls**
 - **Call termination**
 - **Swap hold calls**
 - **Hold**
 - **Unhold**
 - **Third party conference**
 - **Consultations**
 - **Interconnect**
 - **Forwarding by condition**

- ✚ **TAPI support** for incoming and outgoing calls by TSP (TAPI Service Provider). **Control of your SNOM phone directly by TAPI capable applications** like Outlook.

- ✚ Automatic generation of **TAPI lines** out of the active **VoIP provider profiles** of the **SNOM** phone configuration. **Selection of the wanted VoIP provider** for outgoing calls

- ✚ Consideration of the optionally limited access to the telephone configuration by set up of a user or by inactive administration mode.

- ✚ Access to groupware/PIMs like Outlook and Notes independent of the use of TAPI enabled contact solutions. Optional selectable start of the respective groupware/PIM triggered by calls.

- ✚ Display of contact data (if available) suitable to the call by popup window.

Requirements

- ✚ A VoIP phone of the company **SNOM** Technology Ag (e.G. SNOM 320)

Important hint :


- ✚ To get the full functionality, your phone should use at least firmware version 7 .

Installation

Installation of *AsnomTAPIduo*

You receive *AsnomTAPIduo* in form of a windows installation file (the file has the ending .msi).

Tip :

-  Before you carry out the installation of *AsnomTAPIduo*, please uninstall the possible previous installation of *AsnomTAPIduo*.

In the following the installation steps are described:

1. Start the installation while you open **AsnomTAPIduo.msi**.
(*G Using the windows explorer go into the directory, you copied the installation file. Make a double click of your Mouse onto the file AsnomTAPIduo.msi*)
2. There appears a window. Please, go to the next installation step.
(*In the lower line there are two buttons with the label **cancel** and **continue**. Go with the mouse over **continue** and click once or press the key Return once.*)
3. A license text is indicated which, please, peruse carefully. If you can agree to the license text, choose the option ,I agree'. Please, go to the next installation step.
(*If you want to agree to the license text, please, click with the mouse on the unsatisfactory small circle on the left beside the text ,I agree'. Now the circle must be filled. Furthermore the color of the button **continue**> to be found in the lower area changes from gray too clearly black. Herewith the button gets selectable. Click **continue**> once using the mouse or press the key Return.*)
4. Confirm the wish on installation of *AsnomTAPIduo* while you go to the next installation step.
(*If you liked to continue the installation, please, click **continue**> once using the mouse or press the key Return.*)
5. There appears a horizontal progress bar which informs you about the proceeding of the installation. While the bar fills, the necessary files on her hard disk will transfer

6. The end of the installation is indicated. Now *AsnomTAPIduo* is available to you and all users of your computer.
(Click **continue** once with using the mouse or press the key Return.)

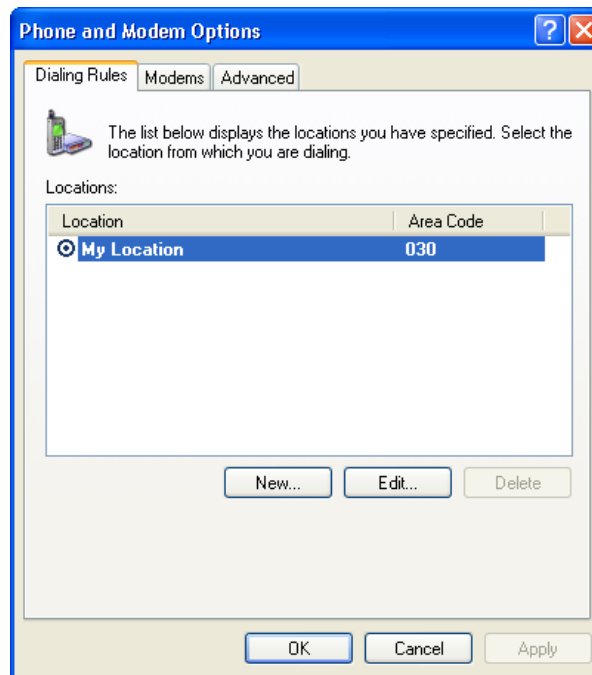
After the installation, please, read the chapter ‚basic settings’ carefully to be able to effect the necessary setting for the use of *ActiPOINT*.

Installation of the TSP - TAPI

AsnomTAPIduo add the ability to other applications to control your SNOM phone. These applications must be capable of using TAPI. TAPI is Microsoft’s own software interface to initiate telephone calls and video calls. In order to provide TAPI capable applications for example ‘Outlook’ with additional telephony abilities these applications need a separate program part named TSP, Tapi service provider’. *AsnomTAPIduo* (TSP) has to brought the application to knowledge. How this will be done, please, take from the documentation of the application.

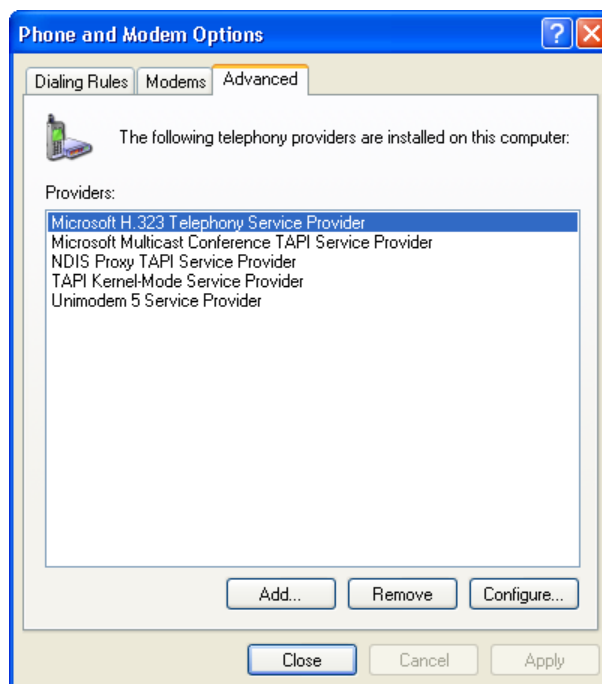
Before that the *AsnomTAPIduo* (TSP) has to be brought the operating system to knowledge also. This process is shown at this point and is to be found also in similar form in the documentation of your operating system:

1. Please, go to the start menu using the button **start**.
(In the lower left corner of your desktop you find the button **start** in the Taskbar. Go with the arrow of the mouse on it and click the mouse key once. There appears the start menu.)
2. Select the point ‚Settings’ of the menu. There appears on the right a context menu.
(Go with the arrow of the mouse on the point ‚Settings’ of the menu and click the left mouse key once, please.)
3. Select in the context menu the point ‚Control Panel’. A new window with a list of entries or with an aggregation of symbols appears.
(Go with the arrow of the mouse on the point ‚Control Panel’ of the menu and click the left mouse key once, please.)
4. In the new window choose the entry or the symbol ‚phone and modem options’. There appears another dialog with three index-cards.
(Go with the arrow of the mouse on the entry or the symbol ‚phone and modem options’ and click the left mouse key once, please.)



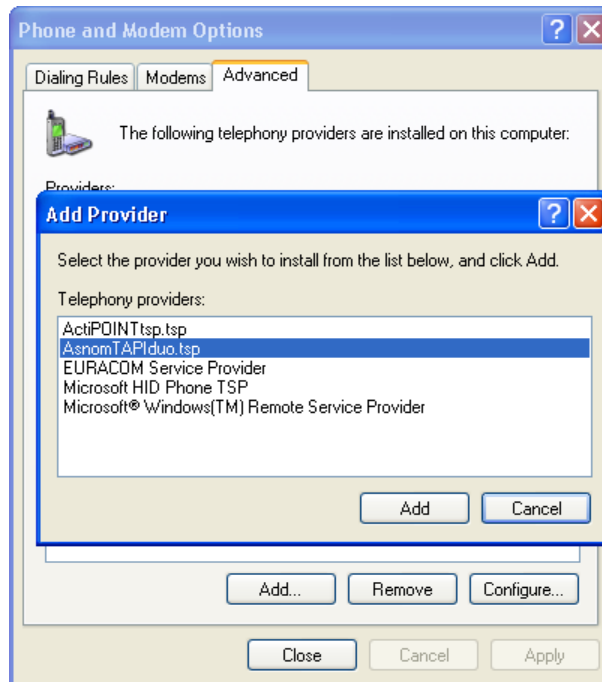
Picture 1: ‚Phone and Modem Options‘, filing card ‚Dialing Rules‘

5. Please, select the index-card ‚Advanced‘ of the new dialog. This index-card shows a list of all TSP’s already announced to the system.
(Go with the arrow of the mouse on the name of the index-card ‚Advanced‘ and, please operate the left mouse key once.)



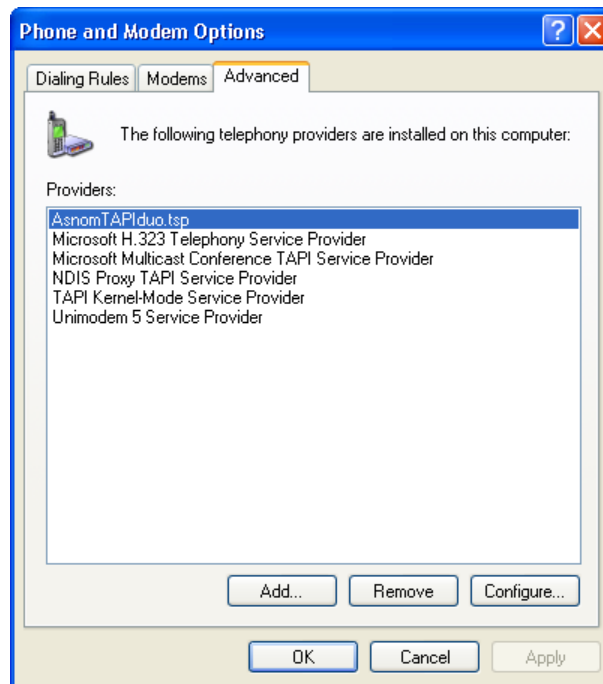
Picture 2: ‚Phone and Modem Options‘, filing card ‚Advanced‘

- Please use the button **ADD** on the index-card. There appears another dialog with a list of TSP'S which are not announced to the system yet.
(Go with the arrow of the mouse on the button **ADD** and click the left mouse key once, please.)



Picture 3: Dialog ,Add Provider'

- Select the entry *AsnomTAPIduo.tsp*.
(Go with the arrow of the mouse on the entry and click the left mouse key once.)
- Please operate the button **ADD** in this dialog. The dialog shuts automatically.
(Go with the arrow of the mouse on the button **ADD** and click the left mouse key once, please.)
- Now the list of all TSP's already announced to the system in the previous still open dialog also carries the new entry *AsnomTAPIduo.tsp*. Close all dialogs and windows which were required for the installation. The installation of the TSP is concluded with this step.



Picture 4: 'Phone and Modem Options', filing card 'Advanced'

Uninstallation

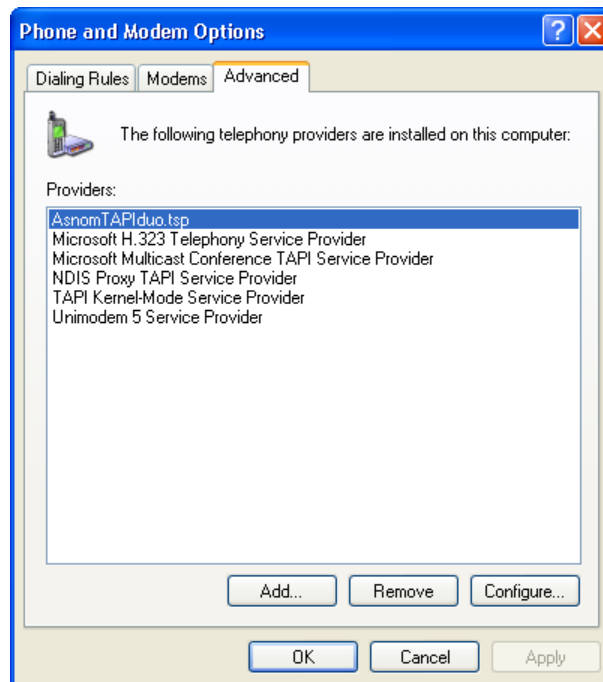
The uninstallation of *AsnomTAPIduo* is described in the follower:

1. Click on the extremely left from the Taskbar on the button **start**. It opens the start menu.
2. Windows XP user jump over this point, please. Select the menu point 'settings'.
3. Select the other menu point ,control panel'. It opens a window of the same name to itself.
4. Please, click on ,add or remove programs'. It opens another window to itself.
5. You see a list of the installed programs. Search *AsnomTAPIduo* and click on the right side of the entry on the button **Change/Remove**. There appears another window which gives further instructions to you. Follow these instructions.
6. After a successfully uninstallation of *AsnomTAPIduo* you close both remained windows.

The uninstallation of the TSP provided by *AsnomTAPIduo* runs like its installation. Use the button **Remove** on the filing card ,Advanced' instead of **Add** to remove it permanently.

Configuration of AsnomTAPIduo

To configure *AsnomTAPIduo* you have to open the 'phone and modem options' as described in the chapter above. You will get this dialog:



Picture 5: 'Phone and Modem Options', filing card 'Advanced'

Select the row containing *AsnomTAPIduo*. The row has to be highlighted. Using the button **Configure** let show you another dialog:



Picture 6: ‚AsnomTAPIduo - CONFIGURATION‘, filing card ‚NET‘

To configure one of the possible phones please click one of the active buttons on the left side. In the picture above phone 1 is selected. The settings you change on the filing cards ‚NET‘ or ‚BEHAVIOUR‘ will be assigned to the phone 1. To change the settings for the phone 2 you have to use the button **PHONE 2** before you alter the settings.

Settings for the network

In the index card ‚NET‘ you must carry out the settings which guarantee the connection between *AsnomTAPIduo* and your SNOM phone.

Network settings for your SNOM phone

In the area ‚SNOM phone‘ on the index card ‚NET‘ settings are to be indicated which concern solely your phone. Should some of the settings to be done be unknown to you, please, contact your administrator.

Network IP address of the phone

On the right hand besides the label 'IP address' enter the network IP address assigned to your SNOM phone.

You must give a IP address or a network name of your SNOM phone in each case either !

If you want to use no IP address but only the network name of your phone, please respect to the fact that the IP address has to set to **0.0.0.0** .

Network name of the phone

On the right hand besides the label 'Name' enter the network name assigned to your SNOM phone.

You must give a IP address or a network name of your SNOM phone in each case either !

If you want to use the network name of your phone, please respect to the fact that the IP address has to set to **0.0.0.0** .

Administrator password (optional)

On the right hand besides the label 'Password' in the area 'ADMINISTRATOR' enter the administrator password.

Should the phone based on the actual phone configuration aren't running in the administration mode permanently, you have to give the administrator password.

(Picture 10 shows you the structure of the left main menu, if the phone ISN'T running in the administration mode. Picture 11 shows you the structure of the left menu for the administration mode.)

User login name (optional)

On the right hand besides the label 'Login' in the area 'USER' enter the optional chosen user name.

If you set up a user during the configuration process of your phone to restrict the access to the WEB GUI, then you have to give the user name in the configuration dialog of *AsnomTAPIduo* also.

User login password (optional)

On the right hand besides the label 'Password' in the area 'USER' enter the password of the optional seted up user.

If you set up a user during the configuration process of your phone to restrict the access to the WEB GUI, then you have to give the password of the user in the configuration dialog of *AsnomTAPIduo* also.

Network settings for *AsnomTAPIduo*

In the area ,HOST' on the index card ,NET' settings are to be indicated which concern solely *AsnomTAPIduo*. Should some of the settings to be done be unknown to you, please, contact your administrator.

Network port of *AsnomTAPIduo*

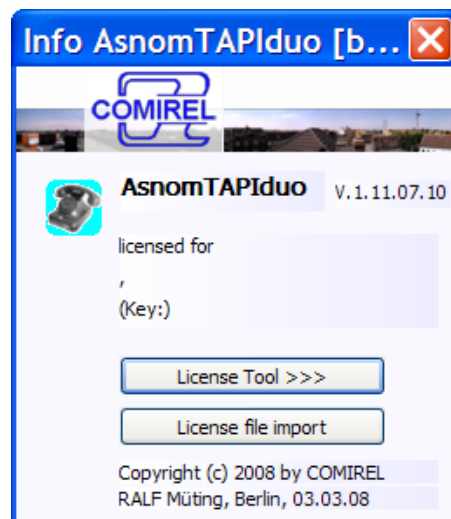
Right besides the label 'Port' enter the value for the necessary port used for the communication to *AsnomTAPIduo* . Preset is the value 59995. Pay attention to the fact that this port may not be used already by another application. (In the picture above it was chosen 59988 exemplarily.)

Calling the documentation

Using the button **D** pop up the documentation in the PDF format, if you have installed a PDF reader application before.

Info dialog (license management)

Using the button **I** pop up the info dialog:



Picture 7: 'Info AsnomTAPIduo' dialog

License request (trial/buy)

A click on the button **License Tool >>>** opens the license tool. It leads you through the necessary steps.

License file import

A click on the button **License file import >>>** opens the system file selection dialog. Use the dialog to locate the license file and select it.


Selection of an application extension

For looking for contact information there exists application extensions to link groupware/PIM applications like Notes and Outlook to AsnomTAPIduo. You can choose just one of these extensions to use. In the area 'applications' please select the desired extension.

You can reach the specific configuration dialog of the selected extension using the button **CONFIG >>>**. The specific application documentation can also be accessed via the button **D**.

The respective configuration dialog allows settings for the automatic generation of email and/or contact entries depending on incoming and/or outgoing calls. Selectable is also the feature of the automatic popup of the generated entries in the respective groupware/PIM.

Hint :

-  To select an application extension and to use it, *ActiNOTIFY* has to run. *ActiNOTIFY* is optionally and can be downloaded from COMIREL free of charge.

Settings for call notification

Option popup window

Selecting this option causes in conjunction with a call to display a 'ballon' popup window near the system tray. If an application extension was selected, *ActiNOTIFY* runs in the background and the current phone call can be associated with a contact in the respective groupware/PIM, then the popup window shows you contact informations like name and company name.



Picture 8: Call popup window

Settings for the behaviour



Picture 9: ‚AsnomTAPIduo CONFIGURATION’, filing card ‚BEHAVIOUR’

Settings for the automatic configuration

Option suppress the automatic configuration

As a rule during the start of the TSP *AsnomTAPIduo* settings of your phone will be modified.

If you don't wish this use this option to suppress the automatic configuration.

Option use host name in action URLs

During the TSP start settings of your SNOM phone will be done automatically. For the function of *AsnomTAPIduo* necessary action URLs are formed. As a rule a part of an action URL is the ip-address of the host computer, which remotes the phone. Would you use the network name of the host computer instead of its ip-address, you have to choose this option. Important is that


option, if the ip-address of your host computer is assigned dynamically during each system start.

Settings for the working mode

Option 'only ext.(ended) Action URLs'

If you Choose this option, then communication between *AsnomTAPIduo* and the phone take place only if call states changes (call come in, call ended, ...). This mode creates an even smaller network load.

Important tip :

 In conjunction with seldom call constellations it is possible that a call termination is not signaled. This symptom depends on the actual **SNOM** firmware.

If you didn't choose this option, then the communication between your phone(s) and *AsnomTAPIduo* takes place periodically.

If you ar using a phone with a firmware version below 7 the call state HOLD can be signaled only, if you didn't use the option 'only ext. Action URLs'.

Settings for outgoing calls

Option 'force area code'

If you Choose this option, then all dialed out numbers without area code or long distance prefixes will be complemented by the area code prefix of the actual location (chosen in the TAPI dialing rules).

For example the Berlin phone number 123456789 is complemented by the area code 030 : 030 123456789.

Number of digits for internal phone numbers

If you use a PBX and the option 'force area code' is selected, then you must specify the number of digits for internal phone numbers.

Configuration of the SNOM phone

In order to use your SNOM phone in interaction with *AsnomTAPIduo*, you must make supplementing settings in the configuration Website of your SNOM phone.

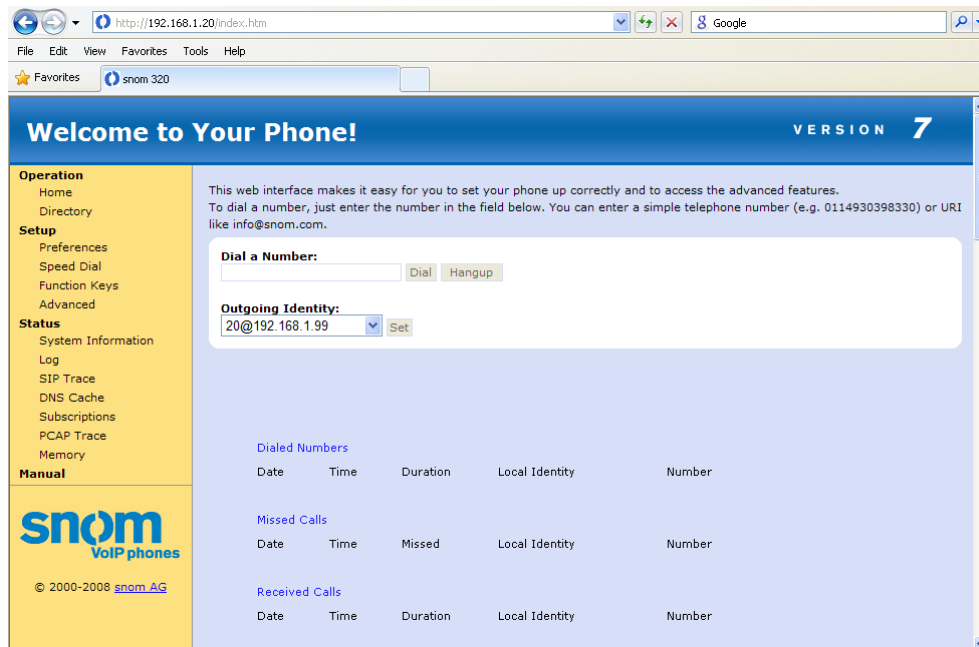
Important hint :

- As a rule *AsnomTAPIduo* carry out the necessary settings described below automatically. As a rule you have not effect these settings manually. If the interaction between your SNOM phone and *AsnomTAPIduo* is not successful, then you have to prove the settings.

For this the **SNOM** phone must be in the administration modus.

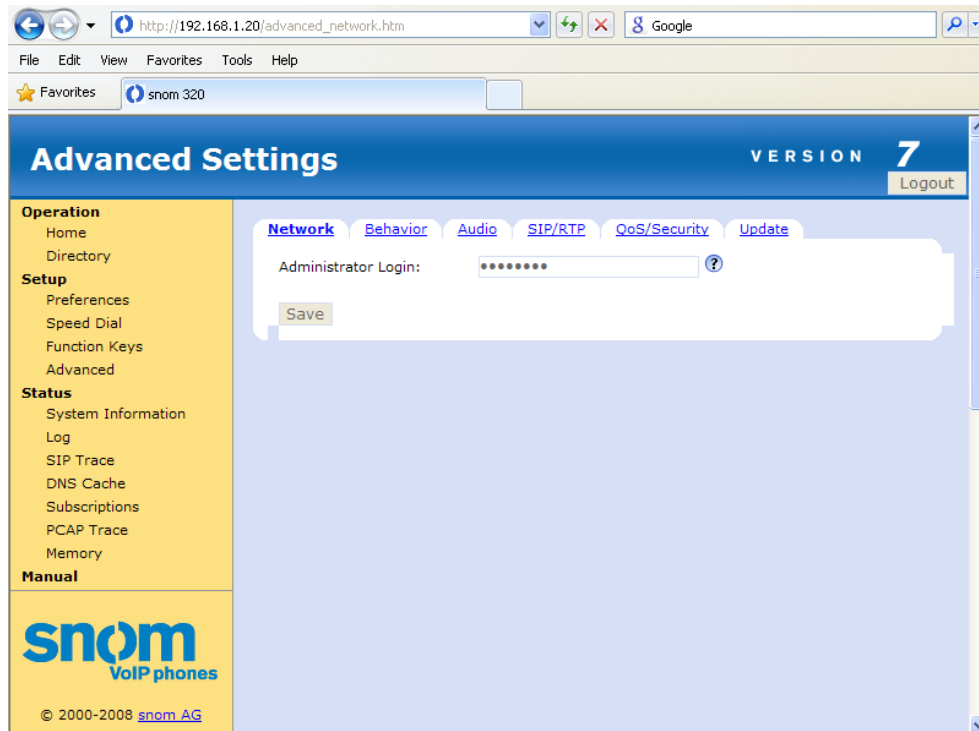
Setup the administration mode

Please open the homepage in the WEB GUI of your phone in a browser of your choice. Should the structure of the left menu be like in the picture to be found below, your phone is NOT in the administration mode.



Picture 10: SNOM CONFIGURATION, site ,index.htm'

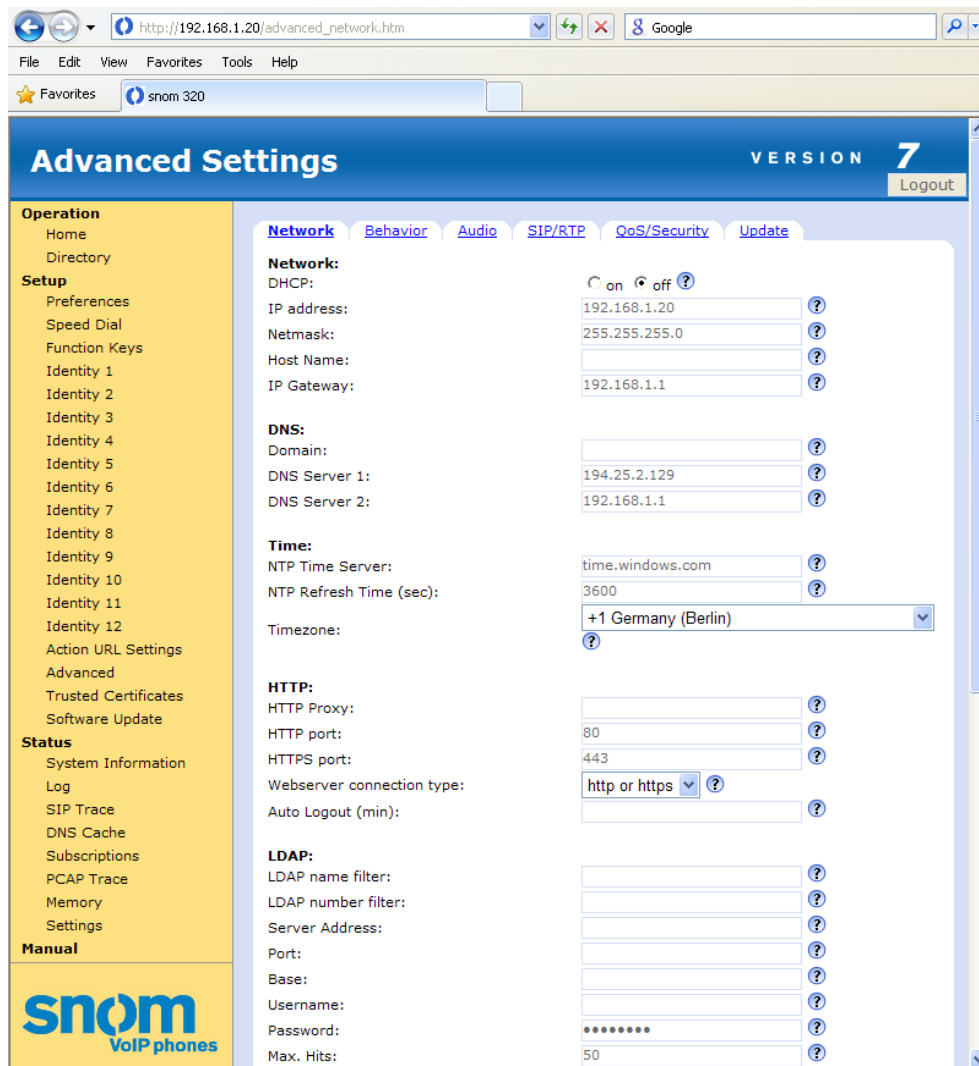
Please use the menu entry ‚Advanced’ on the left side in the main menu beneath the headline 'Setup'. It opens the following page:



Picture 11: SNOM CONFIGURATION, site ‚advanced_network.htm’

Please give the administration password associated to the phone on the right beside the field name 'Administrator Login' and press the button **Save** . The menu reveals to up to now concealed menu entries.

Should the administration password not known to you, please contact your administrator. If no administration password was set, you must use as a rule the preset. You can get the preset password valid for the delivery state from the documentation of your phone.



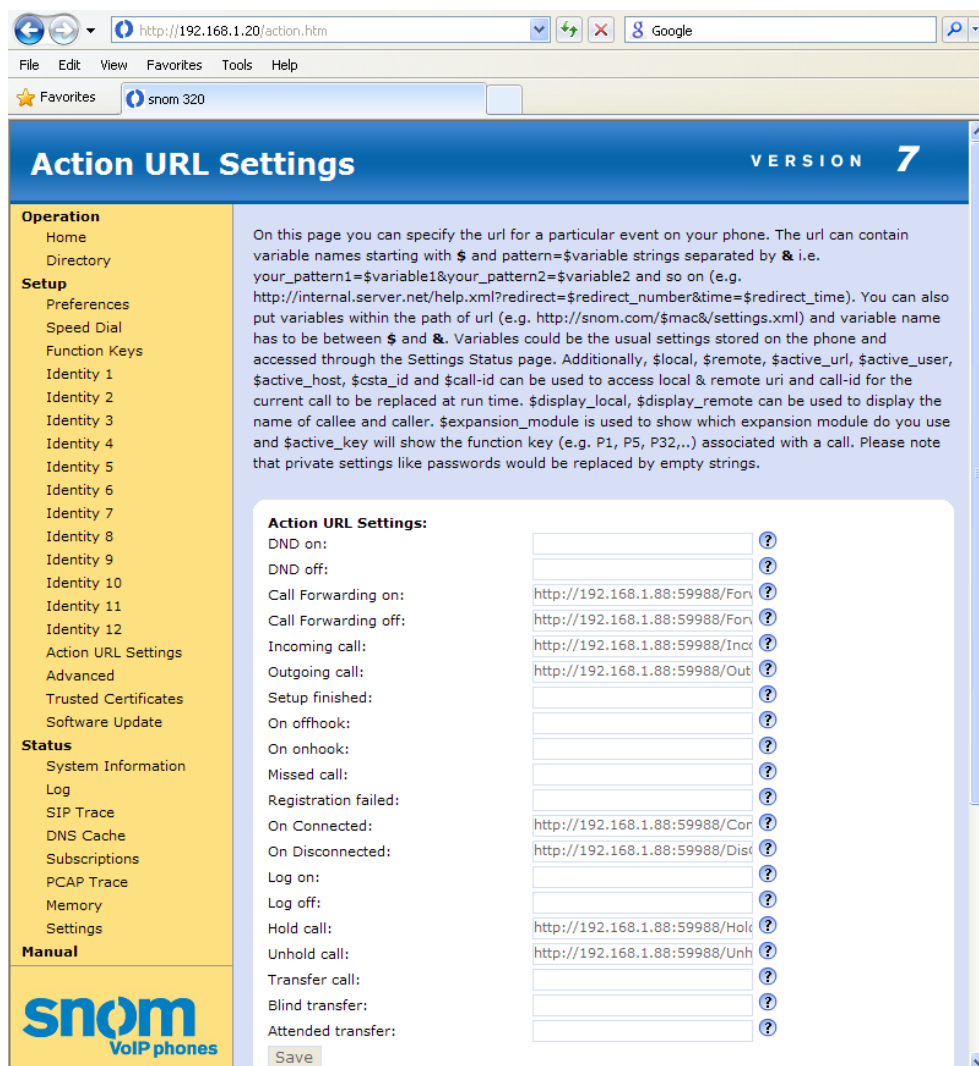
Picture 12: SNOM CONFIGURATION, site ,advanced_network.htm'

Should the method described here not lead to the success, please take the method from the documentation of your phone.

Settings for Actions URLs

For the function of *AsnomTAPIduo* it is indispensable that you add eight (four - for firmware version beneath 7) action URLs. About that *AsnomTAPIduo* is informed e.g. of incoming and outgoing calls. Ended and connected calls are signaled also.

Please use the menu entry ‚Action URL settings’ in the main menu on the left side. It opens the following page:



Picture 13: SNOM CONFIGURATION, site ‚action.htm’

Action URL for incoming calls (mandatory)

On the right beside the label 'incoming call' you must give the target URL for Messages for incoming calls. In the example above the URL

[http://192.168.1.88:59988/IncomingCall?
callurilocal=\\$local&calluriremote=\\$remote&callid=\\$call-
id&cstaid=\\$csta_id](http://192.168.1.88:59988/IncomingCall?callurilocal=$local&calluriremote=$remote&callid=$call-id&cstaid=$csta_id)

is given. The URL consist fundamental of three (four) parts. The first one determine the protocol to use (in the example http:). You always have to use the protocol http.

The following part addresses the target host, as a rule the host on which *ActiPOINT* is installed. In the example you find **192.168.1.88**. As an alternative you can give the canonical network name of your host, e.g. **my.company.com**.

If you change the host port in the configuration of *AsnomTAPIduo*, you have to modify the action URL(s) by the chosen port value. If you would have changed the port to 4711, you would have to modify the URL as follows:

[http://192.168.1.88:4711/IncomingCall?
callurilocal=\\$local&calluriremote=\\$remote&callid=\\$call-
id&cstaid=\\$csta_id](http://192.168.1.88:4711/IncomingCall?callurilocal=$local&calluriremote=$remote&callid=$call-id&cstaid=$csta_id)

Some examples of possible URLs:

- <http://your.brand.com/IncomingCall ...>
- <http://support3.shop.com:4040/IncomingCall ...>

In the case of doubt contact your network administrator.

Action URL for outgoing calls (mandatory)

On the right beside the label 'outgoing call' you must give the target URL for Messages for incoming calls. In the example above the URL:

[http://192.168.1.88:59988/OutgoingCall?
callurilocal=\\$local&calluriremote=\\$remote&callid=\\$call-
id&cstaid=\\$csta_id](http://192.168.1.88:59988/OutgoingCall?callurilocal=$local&calluriremote=$remote&callid=$call-id&cstaid=$csta_id)

had been given. Select this URL in accordance with the instructions from the sub chapter above. In each case you must give **OutgoingCall** as the part of the URL.

Action URL for connected calls (mandatory)

On the right beside the label 'On connected' you must give the target URL for Messages for active calls. In the example above the URL:

[http://192.168.1.88:59988/ConnectedCall?
callurilocal=\\$local&calluriremote=\\$remote&callid=\\$call-
id&cstaid=\\$csta_id](http://192.168.1.88:59988/ConnectedCall?callurilocal=$local&calluriremote=$remote&callid=$call-id&cstaid=$csta_id)

is given. Select this URL in accordance with the instructions from the sub chapter above. In each case you must give **ConnectedCall** as a part of the URL.

Action URL for disconnected calls (mandatory)

On the right beside the label 'On disconnected' you must give the target URL for Messages for ended calls. In the example above the URL:

[http://192.168.1.88:59988/DisConnectedCall?
callurilocal=\\$local&calluriremote=\\$remote&callid=\\$call-
id&cstaid=\\$csta_id](http://192.168.1.88:59988/DisConnectedCall?callurilocal=$local&calluriremote=$remote&callid=$call-id&cstaid=$csta_id)

is given. Select this URL in accordance with the instructions from the sub chapter above. In each case you must give **DisConnectedCall** as a part of the URL.

Action URL for hold calls (mandatory)

On the right beside the label 'Hold call' you must give the target URL for Messages for calls on hold. In the example above the URL:

[http://192.168.1.88:59988/HoldCall?
callurilocal=\\$local&calluriremote=\\$remote&callid=\\$call-
id&cstaid=\\$csta_id](http://192.168.1.88:59988/HoldCall?callurilocal=$local&calluriremote=$remote&callid=$call-id&cstaid=$csta_id)

is given. Select this URL in accordance with the instructions from the sub chapter above. In each case you must give **HoldCall** as a part of the URL.

Action URL for unhold calls (mandatory)

On the right beside the label 'Unhold call' you must give the target URL for Messages for unhold calls. In the example above the URL:

[http://192.168.1.88:59988/UnholdCall?
callurilocal=\\$local&calluriremote=\\$remote&callid=\\$call-
id&csta_id](http://192.168.1.88:59988/UnholdCall?callurilocal=$local&calluriremote=$remote&callid=$call-id&csta_id)

is given. Select this URL in accordance with the instructions from the sub chapter above. In each case you must give **UnholdCall** as a part of the URL.

Action URL for active forwarding of calls (mandatory)

On the right beside the label 'Call forwarding on' you must give the target URL for the activation Message for forwarding of calls. In the example above the URL:

[http://192.168.1.88:59988/ForwardOn?
redirect_number=\\$redirect_number&redirect_busy_number
=\\$redirect_busy_number&redirect_time_number=\\$redirect
_time_number&redirect_event=\\$redirect_event&redirect_t
ime=\\$redirect_time](http://192.168.1.88:59988/ForwardOn?redirect_number=$redirect_number&redirect_busy_number=$redirect_busy_number&redirect_time_number=$redirect_time_number&redirect_event=$redirect_event&redirect_time=$redirect_time)

is given. Select this URL in accordance with the instructions from the sub chapter above. In each case you must give **ForwardOn** as a part of the URL.

Action URL for inactive forwarding of calls (mandatory)

On the right beside the label 'Call forwarding off' you must give the target URL for the deactivation Message for forwarding of calls. In the example above the URL:

[http://192.168.1.88:59988/ForwardOff?
redirect_number=\\$redirect_number&redirect_busy_number
=\\$redirect_busy_number&redirect_time_number=\\$redirect
_time_number&redirect_event=\\$redirect_event&redirect t
ime=\\$redirect_time](http://192.168.1.88:59988/ForwardOff?redirect_number=$redirect_number&redirect_busy_number=$redirect_busy_number&redirect_time_number=$redirect_time_number&redirect_event=$redirect_event&redirect_time=$redirect_time)

is given. Select this URL in accordance with the instructions from the sub chapter above. In each case you must give **ForwardOff** as a part of the URL.

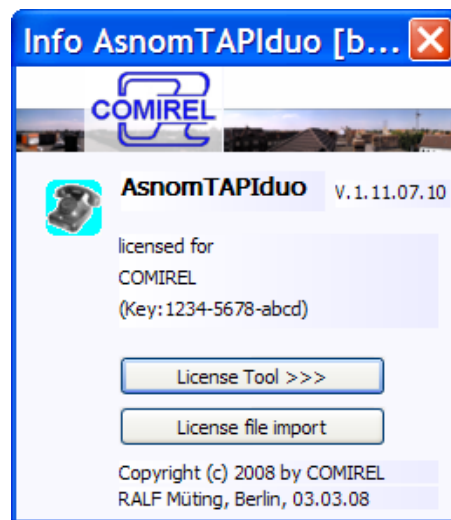
License

The acquisition of a commercial licence or the grant of a timewise limited test licence comes with with the receipt of a licence file. This file is a text file and holds a continuous sequence of digits. This sequence represents an encoded correspondence of data which identify among other things the licensee.

This file with the ending '.lic' must be copied into the system directory of your operating system (e.g. c:\WINNT\system32 or c:\WINDOWS\system32). If a valid license file was added, it can take several minutes before the fact of a valid license becomes visible to you in the 'Info' dialog.

The request of a commercial license or a test license can be done using the COMIREL license tool. In the chapter 'Request of a license (buy/test)' you find the method, in order to call the license tool.

In the following example is comirel the company which got a valid test license (Key:1234-5678-abcd).



Picture 14: 'Info AsnomTAPIduo' dialog

Important hint :

 Invalid/run off license files must be removed from the system directoy.

Troubleshooting

No TAPI line is found

1. Examine whether at least one provider profile as part of the configuration are registered and is marked to use and that the telephone is in-booked in this moment.
2. If a provider profile is set and marked as active, as well as the telephone is booked in at the moment, examine whether the entries of the action URLs of *AsnomTAPIduo* were made. If this is not the case, then check your optional entries to the username and user's password, as well as to the administrator's password.
3. If the user name and the user password agree with the settings of your phone or no user was installed, then check whether the communication of *AsnomTAPIduo* with your phone isn't restricted by a Firewall. Release the access to the Intranet for *AsnomTAPIduo* permanently.

Calls are not signalled to TAPI application(s)

1. Check whether the automatic modification of the action-URLs have been carried out by *AsnomTAPIduo*. Should this not have occurred, is probably the option 'automatic configuration suppress' been chosen and must be put back.
2. Should the option 'automatic configuration suppress' not be active, try to bring in experience whether the chosen Host port is already used by another application program or is blocked by a Firewall solution. In the case of doubt you select another port.

Changes in the configuration dialog don't lead to the desired behaviour

1. Should changes in the configuration dialog not lead to the desired behavior of *AsnomTAPIduo*, it lies in a missing restart of the TSP *AsnomTAPIduo* by TAPI. Make sure that no TAPI application has access to TAPI or/and to the provided TAPI lines by terminating these applications. Delete *AsnomTAPIduo* from the 'phone and modem options' and add *AsnomTAPIduo* again.
2. And/or you start your computer again.

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