Allworx TSP Application Notes

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1 Phone system

2 Network server

3 Message center

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Introduction

The Allworx TSP Applications Notes document provides test results for the Allworx TSP Driver 2.0 when used with some popular TAPI-compliant applications. It also lists which Allworx TSP features are supported by the applications.

These notes are limited to the TAPI features supported by each application when used with the Allworx TSP Driver 2.0. TAPI represents only a subset of each application's features. Other core features of the applications are not covered by these notes.

Supporting Documents

Please read the *Allworx TSP Installation Guide* for system requirements and instructions on how to set up the Allworx TSP driver. The latest *Allworx TSP Release Notes* document provides the most up-to-date information on the Allworx TSP driver.

Applications Tested

- IdentaFone Software - IdentaPop Pro: Outlook plug-in version & Stand alone version
- JulMar Entertainment Technology, Inc. - TAPI Phone Dialer
- Microsoft Corporation - Outlook
- Sage Software SB. Inc. - ACT! by Sage 2008
- TAPI.NET for ACT!

Allworx TSP Driver Supported Features

- Outbound calling
  - Tested: local and remote phone extensions, local, long distance, toll free (800), international, local services (i.e. 0, 411 & 911)
  - Tested for calls from: Call Appearance (PBX mode) and Line Appearance (Key System mode)
  - If users' phones have Call Appearance(s), then outbound calls will use an available Call Appearance (i.e. if Call Appearance 1 has a call on hold, then placing a call from an application will use Call Appearance 2)
  - If users' phones do not have any Call Appearances (Key System mode), then outbound calls will use the Intercom
- Inbound Calling
  - Answer inbound calling
  - Answer calls transferred to user's phone
  - Inbound call notification
  - Tested for calls to: Call, Line, Call Monitor, and Queue Appearances
- Receive caller ID information from inbound calls
  - Caller ID name
  - Caller ID number
- Call Holding
  - Place call on hold
  - Retrieve call from hold (unhold)

- Call Parking
  - o Place call in park: explicitly with application, attended transfer to extension 700, blind transfer to extension 740
  - o Retrieve call from park: explicitly with application, dialing parking orbit extension (701 – 709)
- Call Transferring
  - o Blind transfer
  - o Attended transfer
  - o Cancel transfer
- Others
  - o Additional dialing: (e.g. dialing extension at auto attendant or entering a PIN code)
  - o Interoperability with Allworx Call Assistant software
  - o Support of multiple phones for single Allworx user

Application Support and Test Results

This section provides a brief description of the applications' TAPI support, test conditions (operating system, Allworx server and Allworx TSP versions) and test results.

The following table outlines the Allworx TSP TAPI features that are supported by the tested applications and the results of the testing:

Allworx TSP TAPI Features	IdentaPop	TAPI Phone	Outlook	ACT!	TAPI.ENT
Outbound calling		✓	✓	✓	N
Place call		✓	✓	✓	
Dial number		✓		✓	
End call		✓	✓	✓	
Inbound calling	✓	✓			✓
Answer inbound calls		✓			X
Notification of inbound calls	✓	✓			✓
Hold		✓			
Park		✓			
Park call with application		✓			
Park call with transfer		✓			
Retrieve call with application					
Retrieve call by dialing parking extension		✓			
Call Transfer		✓			
Blind transfer		✓			
Attended transfer		✓			
Cancel transfer		✓			
Caller ID information	✓	✓			
Additional digit dialing		✓			

✓: Supported feature passed test

X : Supported feature failed test

N : Feature not tested

IdentaFone Software - IdentaPop Pro Summary

Company Name: IdentaFone Software
Product Name: IdentaPop Pro: Outlook plug-in version & Stand alone version
Version: 2.9.3
Product/TAPI support description: IdentaPop Pro is a program that can integrate with MS
Outlook Contacts to provide notification of inbound calls and will display Outlook
contacts for TAPI phone systems. There are two versions of this application:
1) Plug-in for MS Outlook
2) Standalone application that accesses MS Outlook Contact database.
Test Conditions:

- Allworx TSP driver version: 2.0.3
- Allworx server version: 6.8, 6.9
- Operating System(s): Windows 2000, Windows XP Pro, Windows Vista Pro
- MS Outlook version(s): Outlook 2000, Outlook 2003, Outlook 2007

Test Results:
IdentaPop passed all test cases related to notifications of inbound calls, with the following
note:

- Note that the outside line description will be used as the caller's name for inbound
calls when Caller ID name is not available.

JulMar Entertainment Technology, Inc. - TAPI Phone Dialer Summary

Company Name: JulMar Entertainment Technology, Inc.
Product Name: TAPI Phone Dialer
Product Version: Version 2.06
Product/TAPI support description: A sample TAPI application that exercises various aspects of
TAPI. This application supports most of the Allworx TSP features.
Test Conditions:

- Allworx TSP driver version: 2.0.3
- Allworx server version: 6.8, 6.9
- Operating System(s): Windows XP Pro, Windows Vista Pro

Test Results:
The TAPI Phone Dialer passed all test cases related to inbound and outbound calling
supported by the Allworx TSP driver, with the following notes:

- Attended (consultation) transfers are performed by placing the consultation call to
an available calling appearance. It will not use line appearances but will only use
call appearances and intercom. The user cannot select the specific appearance. This
differs from the behavior of phones and Call Assistant when performing attended
transfers.
- On Windows Vista only: if the phone is busy when attempting to place a call, then
the application may display "Not Initialized" message and/or either "Host Process
for Windows Service stopped working" or "Telephony has stopped working"
Windows message. The application must be restarted.

Microsoft Corporation Outlook Summary

Company Name: Microsoft Corporation
Product Name: Outlook
Product Version: 2000, 2003, 2007

Product/TAPI support description: Supports outbound calling from Outlook Contacts. Additional features include: speed dialing and redialing

Test Conditions:

- Allworx TSP driver version: 2.0.2
- Allworx server version: 6.8, 6.9
- Operating System(s): Windows 2000, Windows XP Pro, Windows Vista Pro

Test Results:

Microsoft Outlook passed all test cases related to outbound calling, with the following note:

- On Windows Vista only: if the phone is busy when attempting to place a call, then the application may display either "An internal error occurred in the automatic phone dialer…" or Window's "Telephony has stopped working" message. The Contacts tab must then be closed (by opening the Mail or Calendar tabs or closing Outlook).

Sage Software SB. Inc. - ACT! by Sage 2008 Summary & TAPI.NET for ACT!

Company Name: Sage Software SB. Inc.

Product Name:

- ACT! by Sage 2008
- TAPI.NET for ACT! (Third-party plug-in for ACT!)

Product Version: 10.0

- ACT! by Sage 2008: 10.0
- TAPI.NET for ACT!: 1.9.997

Product/TAPI support description:

- ACT! by Sage 2008: contact and customer management software. Supports outbound calling for TAPI compliant Telephone Service Provider.
- TAPI.NET for ACT!: an ACT! plug-in that provides notification of inbound calls and opens ACT! contacts.

Test Conditions:

- Allworx TSP driver version: 2.0.2
- Allworx server version: 6.8
- Operating System(s): Windows Vista Pro
- MS Outlook version(s): Outlook 2007

Test Results:

ACT! by Sage 2008 passed all tests, with the following exceptions:

- The application does not differentiate between extension versus outside line calling numbers. If the Dialing Rule under the Control Panel > Phone and Modem Options is set to dial a number (e.g. "9" or a PIN code) to access an outside line, then the application will append this number to every calling number including extensions. For example with "9" configured to access an outside line, and then placing a call from ACT! to a contact at extension "101" is set to dial "9 101". The access number can be removed from the calling number prior to placing the call.
- If either participant in an ACT!-initiated call physically hangs up their phone, the next time the Dialer is re-opened, it will not be possible to place a new call. If this occurs, the "Hang Up" button will be active. Press the "Hang Up" button, close the Dialer and then reopen the Dialer to enable calls to be made.
- On Windows Vista only: if the phone is busy when attempting to place a call, then the application may display either "A call could not be placed on the line…" or

Window's "Telephony has stopped working" message. The application must then be restarted.

TAPI.NET for ACT! passed all tests, with the following exception:

- The application feature "Headset (click to answer)" allows the user to click on the pop-up to answer inbound calls if the phone supports a headset. This feature failed to answer inbound calls under the testing conditions. This was tested with a headset and using the speaker phone.

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