

Using Outlook with StrataLink

This bulletin discusses how to use Microsoft® Outlook™ 97 or 98 with Toshiba's StrataLink software. It also covers how to create "screen pops" that interface with Outlook, based on the telephone state.

StrataLink is a "middleware" application that provides the multiple line and translation functions for non-TAPI software applications. StrataLink provides the interface between applications such as Outlook and desired actions for the connected telephone.

For more information on StrataLink and how it operates, see Application Bulletin number TB50-0017, available to authorized users at Internet sit FYI (<http://fyi.tsd.toshiba.com>) or on the Strata DK Library CD-ROM.

Linking Outlook to Toshiba StrataLink

This section covers installing TAPI and StrataLink, enabling the TAPI link, and adding actions and screen-pops in StrataLink. StrataLink works with Toshiba's TAPI Service Provider (TSPI) v2.26 or higher. Both the TAPI Service Provider and the StrataLink application are included on the TAPI installation disks.

Getting Started

1. Install the Toshiba TAPI Service Provider and StrataLink by inserting Disk #1 in the floppy drive. From the Start menu, select Run and enter **A:\SETUP** (change drive letters as appropriate). Select both StrataLink and Service Provider to be installed.

Toshiba recommends answering "Yes," to the on the screen question should StrataLink be included in the Startup Menu. This will allow the PC to always start StrataLink when the PC is turned on and the user will only need to load Outlook to be operational.

2. Install Outlook by following the installation instructions in the Outlook User Guide.
3. Install Outlook Link by placing the installation disk in drive A. Select Start, Run and enter **A:\SETUP**.

Enabling the TAPI Link

1. Start the Outlook application. From the Main Menu, select Tools, Options... and then the General tab.
2. From the General tab, click on Dialing Options and highlight the line "Connect using line." Select **Toshiba DKT TSPI**. This sets up Outlook for outgoing calls.

Adding Actions in StrataLink

1. If StrataLink is not already started, start StrataLink. With StrataLink on the screen, click the Driver Setup button to define the COM Port for the connection to the phone.
2. Click on Configure Keys to define the keys to match the labels and function of the phone being connected.
3. Select the type of Strata DK System is being used. Click OK when done.

The TAPI Service Provider is now ready for use and the LED on StrataLink changes to yellow and then green indicating a link has been made. At this point, the lower portion of the screen can be used to test the link to ensure that you can receive and place calls.

4. Next select Setup, Actions and click on Add.
5. Enter a new Action (if one is not already defined), as shown in the following example.:

StrataLink communicates with software applications using Microsoft Windows® Open System Architecture capabilities for Dynamic Data Exchange (DDE). See bulletin AB50-0017, Table 1 for a list of tokens that can be used in the DDE Execute String.

Adding Screen-pops in StrataLink

Use Trigger Rules to define how different buttons on the phone will create actions within Outlook. You must define the Trigger Rules in StrataLink. See the following example:

1. From the Main Menu, select Setup, then Triggers.
2. Enter the desired Trigger information.
3. In the following example screen, the goal is to create a rule that allows any line button on the phone to create a screen-pop using Outlook software. The rule shown will allow any ringing line to Pop Outlook when the call is ringing, has a Caller ID number, and when the phone is not busy.