Information

HiPath TAPI 120/170
Information exchange between PC and telephone

Professional communication is a prerequisite for customer service even in small and medium-sized companies. Modern CTI applications (Computer Telephone Integration) combine intelligent telephony with improved service in all areas of customer relations. TAPI (Telephone Application Programming Interface) is a uniform interface that acts as an international standard.

Communication for the open minded

SIEMENS

HiPath TAPI 170 is based on this standard, permitting central connection of HiPath 2000/3000/5000 systems to a PC LAN.

The HiPath TAPI 170 service provider is designed to be installed on a Windows PC as the standard interface software, and is also part of the HiPath 5000 RSM software package.

In addition, the HiPath TAPI 120, is a 1st party service provider, and is designed to be installed on the respective clients. This type of service provider is intended for smaller networks. If there are more than six clients, the CSTA Message Dispatcher (CMD) must be installed. This is included in the basic package and is also a component of the HiPath 5000 RSM software package.

These service providers open up HiPath communication servers to TAPI-compliant applications and permit PC-supported telephony using programs from a wide range of manufacturers.

Features

HiPath TAPI 120/170 provides the following features:

- Call answering by the application

- Call forward

- Call divert

- Failure monitoring of the interface to the system

- Call triggering by the application

- Provision of an ACD interface (not TAPI 120)

- Provision of a CDRC interface (not TAPI 120)

- Display/LED access (write only) to optiPoint

- Identification of the incoming caller's ISDN number

- Code-supported functions are supported

- Incoming/outgoing dialing from the PC

- Conference

- Alternate

- Telephone monitoring (call statuses, failure, etc.)

- Consultation and transfer

- Access to keypad of optiPoint devices

- Unscreened transfer

Application examples

CTI software permits professional management of all telephone traffic, utilizing such features as logging of incoming calls, entry in action lists or caller identification.

Other applications from areas like customer support, service or order placement can be linked to CTI programs. By combining previously separate work processes, workstations can be organized more efficiently.

Inquiries can also be answered more competently when, for instance, business-related details are automatically displayed on the monitor during the customer's call.

In combination with HiPath 5000 RSM, TAPI 170 also features the CSTA service provider CSP. This enables CSTA-based applications to be connected to a HiPath 2000/3000/5000 network. For technical information see the HiPath 5000 Sales Information.

Product description

The HiPath TAPI 170 service provider permits central integration of HiPath 2000/3000/5000 into a Windows network.

There is no need for the phone to be additionally connected to the PC.

The HiPath TAPI 170 software is installed on the network server, which is directly connected to the HiPath system (3rd party). The connection is made via LAN.

HiPath TAPI 170 is also preinstalled as a component of the HiPath 5000 RSM software package. The software is activated via a license server.

The HiPath TAPI 120 software, however, is installed on the client PC and connected to:

- HiPath 2000 or
- HiPath 3000 or
- HiPath 5000 CS or
- CSTA Message Dispatcher (CMD), when TAPI 120 is installed on more than 6 clients.

Both service providers are based on Microsoft TAPI 2.2/3.0. This ensures that any TAPI-compliant applications can be used.

Technical data

System Requirements

- HiPath 2000
- HiPath 3000/5000
- optiPoint 410, 420, with CorNet-IP protocol
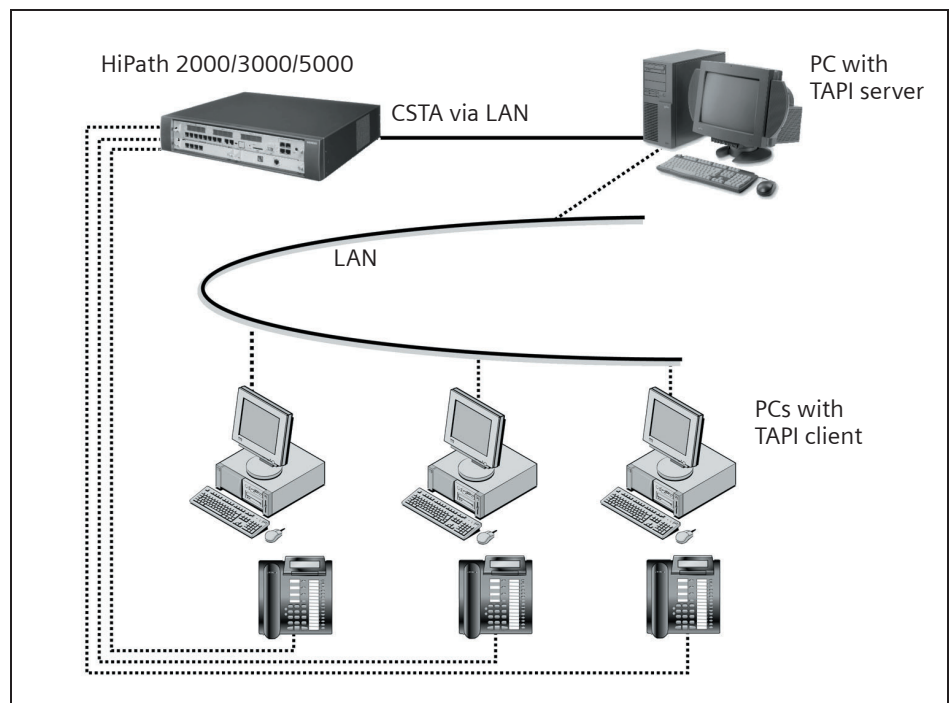
PC requirements

- Network server: Windows 2000/2003 Server
- Client: Windows 2000 Professional or Windows XP Professional

The hardware equipment must meet the requirements of the Windows operating system. Each line configured requires 200 KB of additional memory.

Scope of delivery

The products are available as the following individual order items:

1. HiPath TAPI 120/170/CSTA V2.0 software CD
2. HiPath TAPI 120 V2.0 single license
3. HiPath TAPI 170 V2.0 single license
4. License to activate the CSTA interface/CSTA service provider (CSP)