

CallBridge TU

TAPI service provider for PC-based telephony

PC-based telephony is an efficient means of handling communication procedures in the office.

Telephones and computers can communicate with each other if telephones are equipped with a control interface for PCs and a TAPI service provider for telephone applications installed on the PC. The Siemens optiPoint 500 system telephones provide this convenient PC communication option.

USB interface

The standard V.24 control interface is replaced by the new and more powerful USB (**U**niversal **S**erial **B**us) interface. All you have to do is "plug&play" and the connection between the telephone and the PC is automatically detected.

Advantages: dial-up data is transported with greater reliability.

CallBridge TU

CallBridge TU is a TAPI service provider for CTI solutions (**C**omputer **T**elephony **I**ntegration) for Windows PCs used in conjunction with Hicom[®] and HiPath[™] communication servers.



Overview

PC-based telephony

Dialing a number from a PC directory is a feature of PC-based telephony that is widely used today. Clicking a name with the mouse transfers the number from the PC to the telephone and sets up the connection. The possibility of dialing the wrong number is, therefore, excluded.

TAPI interface

The TAPI interface (**T**elephony **A**pplication **P**rogramming **I**nterface) is a standard interface developed by Microsoft. This software interface is available in the Windows operating system and makes additional features for telephone applications accessible through the use of the Call acceptance feature and the dial pad. Incoming calls can be analyzed when the TAPI interface is used in conjunction with ISDN.

Additional features for rational telephone usage:

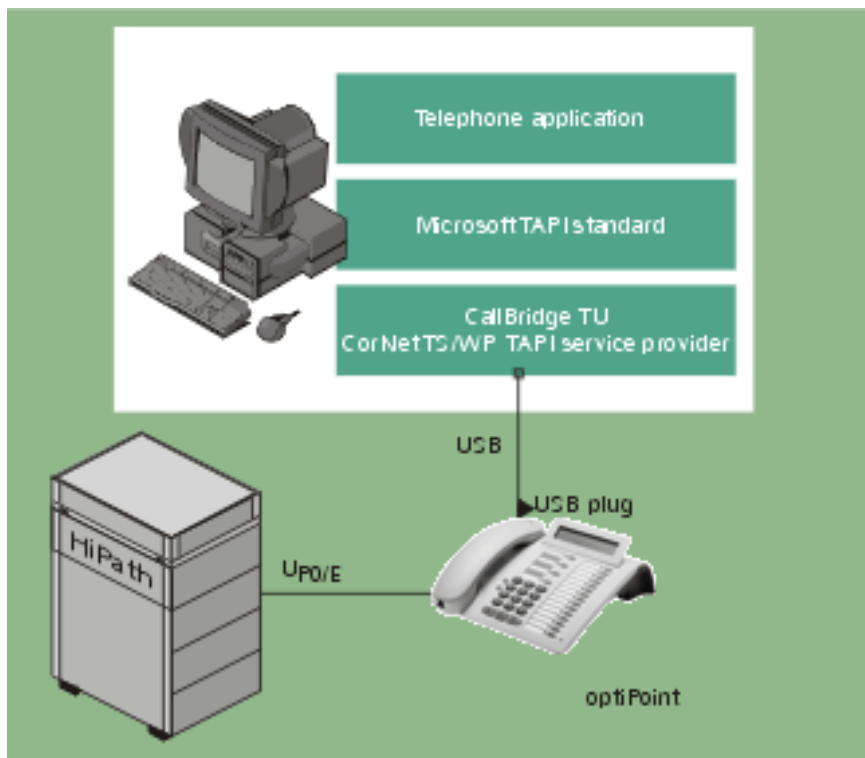
- call number analysis and call number identification with regard to the caller's customer data,
- management of a call journal that allows a PC user to establish who has called during this user's absence.

CallBridge TU – the TAPI service provider for Hicom/HiPath servers

CallBridge TU is the only software that will enable all of the telephone features implemented in the CorNet-TS or CorNet-WP protocol to be used by PC applications. All features that are available with optiPoint telephones can be provided on the user interface of PC applications that are based on CallBridge TU. CallBridge TU connects the USB interface to the TAPI interface of the Windows operating system.

Telephone applications

Basic components of the Microsoft operating system such as "Dialer.exe" or "Outlook Contacts" can be used to dial a number from name directories. The use of additional features requires the use of software that utilizes the TAPI interface to its full capacity. Telephone applications of this kind, which are based on TAPI, can run on Hicom/HiPath servers with the help of CallBridge TU. These software applications include "SimplyPhone", "SimplyPhone for Outlook", "Smartset 2000 and Smartset for Outlook" as well as a number of other applications from other manufacturers which are promoted by Siemens for the use of optiPoint telephone features.



PC-based telephony with CallBridge TU

PC-based telephony with the optiPoint 500 telephone

The USB interface is part of the standard equipment of the following telephones: optiPoint 500 basic, optiPoint 500 standard, optiPoint 500 advance.

Every telephone workstation can, therefore, be used for CTI purposes by connecting the telephone to the PC via a USB cable (without an additional adapter). The connection line is automatically set to CTI support with the installation of CallBridge TU.

Hicom servers with optiPoint 500 telephones

The CallBridge TU "CorNet-TS/WP TAPI provider" supports the following telephones:

- optiPoint 500 basic,
- optiPoint 500 standard,
- optiPoint 500 advance.

We recommend the use of at least optiPoint 500 standard since the "Handsfree talking" feature is supported as of this telephone. The user's hands are then free for communication with the PC.

All Hicom servers that support the connection of optiset E telephones also support the connection of optiPoint telephones and, consequently, support the use of the CallBridge TU additional equipment.

Use with standalone workstations "First Party"

PC workstations with CallBridge TU and telephone applications are not dependent on

- LAN servers,
- the existence or current availability of a LAN or
- the type of LAN operating system.

Apart from the administration of the telephone connection, no additional user administration is required. The simple installation of CallBridge TU, which does not necessitate the mechanical assembly of adapters, makes relocations easy to plan and new workstations easy to configure.

Use with group workstations "First-Party"

"Call pickup" and "Executive/secretary" features are available for the use of PC group workstations. Support provided by central LAN servers and the associated control of the workstations by a supervisor facilitates the implementation of tele-sales, inbound call centers and the automatic access to centrally managed address lists.

The CorNet WP version of CallBridge TU is particularly suited for the integration of PC clients with ACD/flex routing or HiPath Pro Center Entry. This also applies to PC clients in group workstations at Hicom 300 E V3.0 and the HiPath 4000 key system.

Partner interface for software companies/systems integrators

Siemens is introducing the CallBridge TU TAPI interface to interested systems integrators, irrespective of whether it is required for simple dial-up applications or a complex workstation network with other applications.

An extensive range of programming instructions with interface documentation, hotline support and the option of certification guarantees the systems integrator maximum function enhancement, quality of the highest degree and the basis for the worldwide usage of its applications.

Advantages

CallBridge TU is not a CTI application in its own right but forms the basis for the integration of telephones and PC applications in the HiPath/Hicom and Windows PC environment. Companies that support PC-based telephony have a significant competitive edge over fellow companies in terms of

- Greater productivity
The communication process is professional and rational.
- Reduced costs
Manual work processes and steps are automated.
- Time saving
Dialing operations and enhanced features are completed in a shorter time.
- Greater customer satisfaction
Improved telephone service as a result of integration with data processing on the PC leads to greater customer satisfaction.
- Improved company image
Target-specific and successful telephone calls convey a positive company image to the customer.
- Flexibility through the open interface
Customized solutions can be developed with the support of CallBridge TU. The open interface provides you with the freedom to choose from any TAPI-compliant application available on the software market.

Technical data

PC system requirements

- 486 processor or higher
- Hard disk memory requirements: 1 Mbyte
- PC that supports USB ports

Operating systems

- Windows 98 Second Edition (SE)
- Windows 2000
- Windows XP

Telephones per workstation

- optiPoint 500 basic
- optiPoint 500 standard
- optiPoint 500 advance
- IP connection with HFM mode

Telecommunications systems

- Hicom 150 E/150 H Office models
- HiPath AllServe
- HiPath 3000 V1.0 or higher
- Hicom 300 E/300 H
- HiPath 4000 V1.0 or higher

Connection options

PC with CallBridge TU per Hicom port for optiPoint telephones (up to maximum configuration of the HiPath/Hicom server)

- USB 1.1 client cable required to connect the PC at the telephone

Note!

The USB cable is not included in the scope of delivery and must be ordered separately.

You can download CallBridge TU free of charge from the Internet.

Installation software (English, German)

Operating software

Installation instructions (English, German) provided in the form of a PDF document with direct instructions from the Help button in the installation window.

Certified CTI applications for CallBridge TU

The CTI applications developed by software companies/systems integrators for CallBridge TU are certified by Siemens on request.

When you purchase a CTI application, please ensure that it has been certified for HiPath/Hicom.