m6350 TAPI Service Provider

Installation &
Troubleshooting Guide

Project: *The m6350 TSP Installation & Troubleshooting Guide*
Revision: *2*
Date: *5th December 2000*
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Overview

This guide should help you to get started using the m6350 TAPI Service Provider. This TSP will allow you to login to a Centrex IP/Gateway in order to provide telephony services to your TAPI client application.

The m6350 SoftClient is the Nortel software that provides IP/Telephony services to the TSP.

PRE-REQUISITES

In order to use this TSP the following pre-requisites must be met.

1.   You have access via your LAN or dialup to a Centrex DMS IP Gateway
2.   You have installed and configured the Centrex IP SoftClient
3.   You have verified that the SoftClient is working using the m6350 GUI Application. If you have problems at this stage you should contact your supplier.
4.   You have a user and password configured on the IP Gateway

INSTALLING THE TSP

To install the m6350 TSP simply run the m6350_tsp_setup.exe.

Accept all defaults during the installation.

When the installation is complete you should verify that it has been installed by launching **Control Panel** and selecting **Telephony**. If you then select the **Drivers** tab you should see the "m6350 TAPI Service Provider" in the list box.

If you do not see the m6350 TSP in the list you should contact the support line. The following log files will be useful to the support agent:

1.   M6350.INI found in the windows directory
2.   M6350.LOG found in the root of your C: drive

When the TSP is installed you should reboot your machine because the Microsoft TAPI Server will not always allow you to use the TSP until after a reboot.

CONFIGURING THE TSP

There is no configuration to perform on the TSP itself, however, if you do try and configure the TSP it will launch the SoftClient configuration wizard.

You can use the SoftClient configuration wizard to change settings such as:

1.   IP Gateway Address and Port Number
2.   Audio Volume
3.   Automatic Gain
4.   etc.

ENABLING/DISABLING LOGGING

The TSP can be told to log debug information to the C:\M6350.LOG file. To enable or disable this logging you must edit the file called M6350.INI that can be found in your windows directory.

The format of this file is:

[LOG]
ON=1
INFORMATION=1
WARNING=1
CRITICAL=1

The settings can be interpreted as:

ON=0   Disable logging to file
ON=1   Enable logging to file

The following settings apply if logging is enabled (i.e ON=1).

INFORMATION=1   Log information messages to file
INFORMATION=0   Don't Log information messages to file

WARNING=1   Log warning messages to file
WARNING=0   Don't Log warning messages to file

CRITICAL=1   Log error messages to file
CRITICAL=0   Don't Log error messages to file

Note that warnings and error messages are also automatically logged to the Windows NT event log when the TSP is installed on a Windows NT machine.


VERIFYING THAT THE TSP IS WORKING

Please note that prior to testing the TSP you should ensure that all required DN keys are data filled for the user on the IP Gateway. If the user is not data filled some TAPI clients will refuse to use the m6350 TSP.

In order to verify that the TSP is working you should try the following:

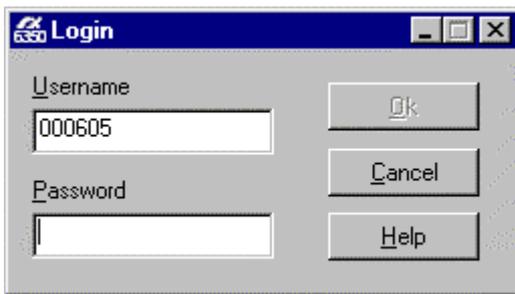1.   Execute the "Phone Dialer" that comes with Windows

2.   Go to the Tools menu and select "Connect Using…"
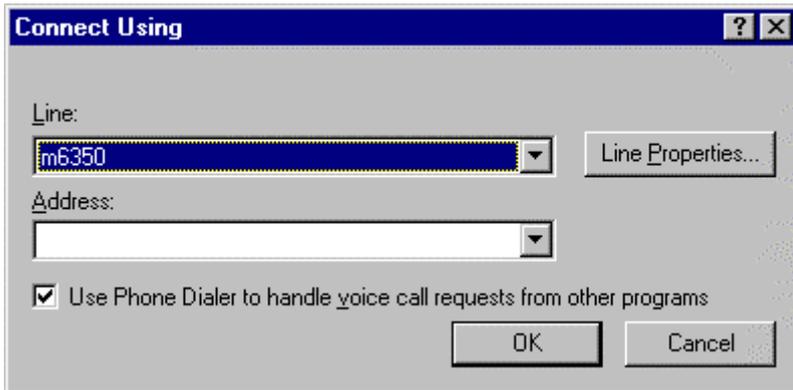
3.   Select "m6350" from the list box
4.   Click OK
5.   Enter a valid phone number to dial on the main window

6.   Click on the "Dial" button.
7.   You should see a SoftClient login window

8.   Enter the logon and password
9.   Click OK
10.   The number should then be dialled

If the number is not dialled contact your support line.