

# CTIMUX for Panasonic TSP

**Installation Manual** 

Version 1.0

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### **Main Features**

- The Panasonic TSP and Client CTI Applications transparently connect through the CTIMUX and operate, as they would be connected directly to the PBX. The CTIMUX does not affect the normal PBX functionality over the CTI link. It only allows multiple CTI applications to share the same CTI link.
- The management of the PBX devices that can be controlled through CSTA is done by the applications themselves, this means that the applications are free to try to use any of these devices they want even if the device is in use by another application. In this case the PBX will respond with the appropriate busy message.
- Support for up to 8 (eight) CSTA Client CTI Applications, including Panasonic TSP, working concurrently with the same PBX.
- Send E-mail to user specified email address when the TSP cannot initialize or is disconnected from PBX.
- Automatic reconnect to the PBX when TSP to PBX connection is lost. The reconnection is transparent to Panasonic TSP.
- Connect to NS1000 failover CTI when master NS1000 fails.
- Implement automatic NS1000 CTI link reset in the case of REJECT answer from PBX is received for a user defined number of times and assuring that PBX changes are implemented.
- Run as a Windows service.

### **System Specifications**

#### Supported PBXs

PBX Model	<b>Required Software File Version</b>
KX-NS1000	Firmware Versions 3 or later

#### **Operating Systems**

OS	32-bit	64-bit	Notes
Microsoft Windows 7 Professional	Yes	Yes	UAC disabled
Microsoft Windows 8	Yes	Yes	UAC disabled
Windows Server 2008 SP1	Yes	Yes	UAC disabled
Windows Server 2012	Yes	Yes	UAC disabled

### Hardware Requirements

At the minimum, the host computer has to have the following configuration assuming that the only application running on that host is the CTIMUX Server.

CPU	Intel® Core™ i3-530 2.93 GHz or faster
RAM	2 GB
Network	100 Mbps
HDD	50 MB free disk space

The CTIMUX is able to run either on a separate host (see the above requirements) or it can be installed on the same host with the Panasonic TSP or 3<sup>rd</sup>-party CTI Applications in which case the system requirements are higher and depend on the resources used by the other applications running on the same host with CTIMUX.

# Installing CTIMUX

### **Software Installation**

#### To install the CTIMUX software:

1. Double-click on **CTIMUX\_Setup.exe** on the installation CD to start the CTIMUX installer application.



2. The CTIMUX Setup Wizard is displayed. Click the **Next** button.

CTIMUX		×
CTIMUX	Welcome to the InstallShield Wizard for CTIMUX The InstallShield Wizard will install CTIMUX on your computer. To continue, click Next.	X
InstallShield	Car	ncel

3. The *License Agreement* is displayed. If you agree with the terms and conditions presented, check the *I accept the terms of the license agreement* checkbox.



4. Click the **Next** button. The *Choose Destination Location* screen appears.



5. Choose the installation directory for the CTIMUX by browsing for a folder and click the **Next** button.

6. The installation begins and the *Setup Status* screen displays the current progress status.



7. Finally, the wizard informs you that the installation is completed.

CTIMUX	
	InstallShield Wizard Complete
	Setup has finished installing CTIMUX on your computer.
InstallShield	< Back Finish Cancel

8. Press the **Finish** button to close the wizard. Now, the CTIMUX software has been successfully installed.

9. The installation continues with Panasonic TSP.



#### 10. Click on **Next >** button.

Panasonic TAPI Service Provide	er - InstallShield Wizard
	Welcome to the InstallShield Wizard for Panasonic TAPI Service Provider
	Service Provider on your computer. To continue, click Next.
	< <u>B</u> ack Next > Cancel

11. The License Agreement window displays. Click on **Next >** button.

Panasonic TAPI Service Provider - InstallShield Wizard	x
License Agreement Please read the following license agreement carefully.	
END-USER LICENSE AGREEMENT Definition: Licensed Software TAPI Service Provider Permitted Number One Server Use Acceptable This is a legal Agreement between you and Panasonic System Networks Co., Ltd. (hereinafter called "The Company") for use of the Licensed Software. Your acceptance of this Agreement is required to use the Licensed Software. Please carefully read this	
I go not accept the terms of the license agreement     Definition     I go not accept the terms of the license agreement  InstallShield	
< <u>B</u> ack <u>N</u> ext > Cancel	

12. The final step window before the Panasonic TSP installation displays. Click on **Install** button.

Panasonic TAPI Service Provider - InstallShield Wizard		x
Ready to Install the Program The wizard is ready to begin installation.		2
Click Install to begin the installation.		
If you want to review or change any of your installation settings, click Back. I the wizard.	Click Cancel to	o exit
InstallShield	Cano	cel

13. The installation begins.

Panasonic TAPI Service Provider - InstallShield Wizard	x	Γ
Setup Status		
Panasonic TAPI Service Provider Setup is performing the requested operations.		
Removing applications		
InstallShield		

14. A warning messaged displays regarding the CSTA multiplexer. Click on **OK** button.



 The TSP configuration window displays. Select *LAN Connection* option and set the Address field to the localhost IP Address (i.e. 127.0.0.1) and the *Port* field to 33334 (i.e. the default CTIMUX listening port).

1 Panasonic TSP 0000 Cont	guration
Setting Categories	Link Settings USB Connection Address Port 127 · 0 · 0 · 1 33334 Check Location Abort Check
	OK Cancel

16. A warning message displays. Click on **OK** button.



17. The Panasonic TSP has been successfully installed and configured to connect via CTIMUX. Click on **Finish** button and restart the PC for changes to take effect.

#### To uninstall the CTIMUX software:

- 1. Click on Windows **Start** button and select *Control Panel* | *Program and Features*.
- 2. Right click on CTIMUX item and select *Uninstall* option.

G Control Panel >	All Control Panel Items 🔸 Programs and Features			<b>- 4</b> €	Search Programs	and Features	٩
Control Panel Home View installed updates Turn Windows features on or off	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.						
	Name	Publisher		Installed On	Size	Version	*
	AVS Update Manager 1.0 AVS Update Manager 1.0 AVS4YOU Software Navigator 1.3 Backup recording viewer for NS CA Modules Camasia Studio 7 Capent CC Server Cisco WebEx Meeting Center for Internet Explore Cisco WebEx Meetings Communication Assistant Conference Bridge CIMUK Conference Bridge CIMUK Conference Bridge Communication 2.1.0 Con	Online Media Te Online Media Te Poltys, Inc. Poltys TechSmith Corpt G3 NOVA Comm Poltys Inc. r Cisco WebEx LLC Danasonic Poltys G2 Nova Common Uninstall	chnologies Ltd. chnologies Ltd. unications	5/28/2013 5/28/2013 10/7/2013 2/21/2013 1/10/2013 9/24/2013 10/10/2012 10/22/2012 9/27/2012 7/30/2013 12/9/2013	30.9 MB 46.6 MB 225 MB 40.3 MB 38.3 MB 59.3 MB 51.1 MB 36.2 MB 16.7 MB	1.0.2.34 1.03.0000 7.1.0 1.00.2 1.00.0 8.29.3212 4.0.0.22 1.04.0000 2.0.0.23	II
	Driver I oolkit version 8.1.1.0	Dronbox Inc.	ł	12/10/2013 5/13/2013	6.22 MB	8.1.1.0	
	FileZilla Client 3.6.0.2 Google Chrome	FileZilla Project Google Inc.		2/27/2013 5/27/2013	17.0 MB	3.6.0.2 30.0.1599.69	Ŧ
	•						•
	G3 Nova Comunnications S.R.L. Support link: http://www.poltys.com Update information: http://www.poltys.com Product version: 2.0.0.23 Size: 16.7 MB Help link: http://www.poltys.com Comments: CTIMUX						

3. Confirm that you want to uninstall CTIMUX by clicking on **Yes** button.



4. Please restart the PC after the uninstall process is completed.

# Starting CTIMUX

#### To run CTIMUX

- 1. Go to *Start menu -> Programs -> G3 NOVA Communications -> CTIMUX* and click on *CTIMUX* shortcut, or
- 2. Click on the *CTIMUX* shortcut from the Windows Desktop.



3. The CTIMUX Configuration window displays.

CTIMUX Configuration	x
<b>BOOVA</b> COMMUNICATIONS	
PBX Settings Email Settings PBX Connection	
Master PBX	
PBX IP:         192.168.0.101         PBX Port:         33333         CTI Link Reset Port:         33321           CTI Link Reset Port:         33321	
Failover PBX	
PBX IP:	
Failover Timeout: 5 minute(s)	
Logging Level:	
Transport Layer	
Processing Layer CTIMUX Listening Port: 33334	
OK Cancel	

## Licensing CTIMUX

#### To license CTIMUX software

1. Right click on the *CTIMUX* icon in Windows icon tray.



2. Select the *About* option in the pop-up menu.



3. The *About* dialog displays.

About	x
SOUND	VA
Assem File	CTIMUX bly version: 2.3.0.52 e version: 2.3.0.52
Current License Sta	itus
Authorization Key	ACKZPF - GGGGGGGGGGGGGGGRYDV1MR - IC
License Details	No License 0 Maximum Clients Connections
	Copy to clipboard Change
Copyright © G3 N G3 N	IOVA Communications S.R.L. 2009-2013 OVA Communications S.R.L. All Rights Reserved.
Dat Build	BuildNo: 8 te: 10/30/2013 10:50:58 AM Machine WIN-NQDUPNWZVQ4
www.poltys.com	OK

NOTE: The Authorization Key is tightly linked to both the Operating System and the hardware devices installed on the CTIMUX host PC.

- 4. Copy the serial that appears in *Authorization Key* field by clicking on the **Copy to clipboard** button, and then send it to the Dealer from whom you purchased the CTIMUX product or, directly, to <a href="support@poltys.com">support@poltys.com</a>.
- 5. After you have received the *License Key*, click on the **Change** button, enter it in *License Key* field and then press the **Validate** button.

Change License		x
Authorization Key	ACKZPF - GGGGGGGGGGGGGGGGRYDV1MR - IQNREOUM	
License Key		
	Validate	
	Validate	-

6. You now have a fully functional system.

About	x
SOMMUNIC	VA
Assem File	CTIMUX bly version: 2.3.0.52 e version: 2.3.0.52
Current License Sta	tus
Authorization Key	ACKZPF - GGGGGGGGGGGGGGGRYDV1MR - IC
License Details	Full License 4 Maximum Client Connections
	Copy to clipboard Change
Copyright © G3 N G3 N Dat Build	IOVA Communications S.R.L. 2009-2013 DVA Communications S.R.L. All Rights Reserved. BuildNo: 8 e: 10/30/2013 10:50:58 AM Machine WIN-NQDUPNWZVQ4
www.poltys.com	ОК

### Managing CTIMUX

This section presents the following topics:

- <u>Configuring CTIMUX</u>
- <u>Configuring CTIMUX for sending Email notifications</u>
- Stopping the CTIMUX Service
- <u>Starting the CTIMUX Service</u>
- Verifing the clients connected to CTIMUX

#### To configure CTIMUX

- 1. Connect the CTIMUX host via UTP cable to the company LAN.
- 2. Make sure that the NS1000 PBX and the Panasonic TSP host are connected to the same network.
- 3. Double click the *CTIMUX* icon from the Windows icon tray, or



4. Right-click it and choose the *Settings…* option.



5. The CTIMUX Configuration dialog displays.

CTIMUX Configuration
<b>BONOVA</b> COMMUNICATIONS
PBX Settings PBX Connection
Master PBX           PBX IP:         192.168.0.101         PBX Port:         33333         CTI Link Reset Port:         33321           CTI Link Password:         ••••         ••••
Failover PBX       PBX IP:       Failover Timeout:     5   minute(s)
Logging Level:
Processing Layer CTIMUX Listening Port: 33334

6. Enter the *PBX IP* and the *PBX Port* fields according to the current Master NS1000 PBX settings. This port is used for normal CSTA communication with the Master PBX. The default port is 33333.

	CTIMUX	Configuration				x
	g		VA			
ſ	PBX Settin	ngs Email Setting	gs			
	-PBX Conn	ection				
	-Master P	РВХ			-	
	PBX IP:	192.168.0.101	PBX Port:	33333	CTI Link Reset Port:	33321
					CTI Link Password:	••••
	Failover	PBX				
	PBX IP:					
	Failover 1	Timeout: 5	minute(s)			
	Logging L	evel:				
		sing Laver	CTIMUX List	aning Ports	22224	
	E Proces	sing Layer	CTIMOX LIST	ening For G	33334	
					011	
					ОК	Cancel

 Enter the *CTI Link Reset Port* and *CTI Link Password* fields according to the current Master NS1000 PBX settings. This information is used to reset the CTI connection when the PBX rejects the normal connection via main CTI port. Set the *CTI Link Password* with the same INSTALLER password of the PBX.

CTIMUX Configuration						
SONO	VA					
PBX Settings Email Setting PBX Connection	ngs					
Master PBX						
PBX IP: 192.168.0.101	PBX Port:	33333	CTI Link Res	et Port:	33321	
			CTI Link Pa	ssword:	••••	
Failover PBX PBX IP: Failover Timeout: 5	minute(s)					
Logging Level:						
Transport Layer						
Processing Layer	CTIMUX List	tening Port:	33334	]		
				ОК	Cancel	

8. Enter the *PBX IP* and the according to the Failover NS1000 PBX settings. This connection is used when normal CSTA communication with the Master NS1000 PBX cannot be accomplished.

CTIMUX Configuration	х
SOURCE COMMUNICATIONS.	
PBX Settings Email Settings PBX Connection	7
Master PBX PBX IP: 192,168.0.101 PBX Port: 33333 CTI Link Reset Port: 33321 CTI Link Password: ••••	
Failover PBX       PBX IP:     192.168.0.201       Failover Timeout:     5       minute(s)	
Logging Level: Transport Layer Processing Layer CTIMUX Listening Port: 33334	
OK Cancel	

# NOTE: The *CTI Link Reset Port* and *CTI Link Password* as configured above are used for Failover PBX as well.

9. Enter the failover timeout value after which CTIMUX abandons the attempts to connect to Master NS1000 PBX and starts connecting to the Failover NS1000 PBX. The default value is 5 minutes.

CTIMUX Configuration X
<b>BONOVA</b> COMMUNICATIONS
PBX Settings Email Settings PBX Connection
Master PBX PBX IP: 192.168.0.101 PBX Port: 33333 CTI Link Reset Port: 33321 CTI Link Password: ••••
Failover PBX PBX IP: 192.168.0.201 Failover Timeout: 5 minute(s)
Logging Level:
Transport Layer  Processing Layer CTIMUX Listening Port: 33334
OK Cancel

10. Click the **OK** button to apply the settings.

CTIMUX Configuration	>
SONO	VA
PBX Settings Email Settin PBX Connection	igs
Master PBX PBX IP: 192, 168.0.101	PBX Port: 33333 CTI Link Reset Port: 33321
	CTI Link Password:
Failover PBX	
PBX IP: 192.168.0.201	
Failover Timeout: 5	minute(s)
Logging Level:	
Transport Layer	
Processing Layer	CTIMUX Listening Port: 33334
	OK Cancel

11. Verify if the *CTIMUX* icon from the Windows icon tray becomes green **L** in a few seconds and the tooltip indicates the message below.

	^t
CTIMUX	× ₽
PBX Connection (192.168.0.101:3	3333), PBX
STATE(Master Connected)	
Number of clients: 0	

12. The CTIMUX is running and it's properly connected to the Master PBX.

#### NOTES:

When normal CTI communication with the Master NS1000 PBX cannot be accomplished, CTIMUX tries to connect to the Failover NS1000 PBX. If CTIMUX gets connected to the Failover NS1000 PBX, the PBX STATE message displays *Failover Connected*.

Please restart CTIMUX service (Stop/Start) to switch back from failover mode to normal mode.

To configure CTIMUX for sending Email notifications

NOTE: CTIMUX provides automatic Email notifications for the following events:

- CTIMUX connection lost: The TCP/IP connection to either Master or Failover PBX was lost
- CTIMUX connection rejected: The TCP/IP connection to either Master or Failover PBX was rejected. Needs CTI link reset.

- CTIMUX stopped: The CTIMUX service was stopped upon user request.
- 1. Double click the CTIMUX icon from the Windows icon tray, or



2. Right-click it and choose the *Settings…* option.

Start
Stop
Settings
About
Exit

3. The CTIMUX Configuration dialog displays.

CTIMUX Configuration
SOURCE COMMUNICATIONS.
PBX Settings Email Settings PBX Connection
Master PBX PBX IP: 192.168.0.101 PBX Port: 33333 CTI Link Reset Port: 33321 CTI Link Password: ••••
Failover PBX       PBX IP:     192.168.0.201       Failover Timeout:     5   minute(s)
Logging Level: Transport Layer Processing Layer CTIMUX Listening Port: 33334
OK Cancel

4. Click on *Email Settings* tab. The *Email Settings* tab displays.

CTIMUX Config	guration			×		
8		VA				
PBX Settings	Email Settin	gs				
Email Server Set	ttings					
Email Server: s	smtp.domain	.com		Port: 25		
Username: U	username			🔲 Use SSL		
Password:	•••••			Test Connection		
Server Requires Authentication						
- Email Notification	n Settings					
Source Email Add	dress:	srcaddress@domain.com				
Destination Emai	il Address:	dstaddress@domain.com				
			0	K Cancel		

- 5. Enter the following parameters for CTIMUX to send Email notifications to specific recipient:
  - Email Server the SMTP server address
  - *Email Server Port* the SMTP server port
  - Username the user name of the Email account
  - *Password* the user password of the Email account
  - Use SSL toggle ON/OFF encrypted Email transmission
  - Server Requires Authentication toggle ON/OFF the user authentication before sending the Email
  - Source Email Address the Email address of the notification sender
  - Destination Email Address the Email address of the destination recipient

# NOTE: You can test Email communication to the appropriate destination by clicking on Test Connection button.

6. Click the **OK** button to apply the settings.

CTIMUX Con	figuration			x
gg		VA		
PBX Settings	Email Settin	ngs		
Email Server S	 Settings			
Email Server:	smtp.domair	1.com		Port: 25
Username:	username			🔲 Use SSL
Password:	•••••			Test Connection
Server Ree	quires Authen	tication		
Email Notificat	ion Settinas			
Source Email A	ddress:	srcaddress@domain.com		
Destination Em	nail Address:	dstaddress@domain.com		
			0	K Cancel

#### To manually stop the CTIMUX Service

- 1. Right click on the *CTIMUX* icon in Windows icon tray.
- 2. Select *Stop* menu option.



3. If there are CTI Client Applications connected to CTIMUX, the following warning message is displayed:

CTIMUX	3				
⚠	The operation you selected will disconnect all the current clients. Do you want to continue?				
	Yes				

4. Check the *CTIMUX* icon in the Windows icon tray **and** the displayed tooltip message.



#### To manually start the CTIMUX Service

1. Right click on the *CTIMUX* icon in Windows icon tray.



- 2. Select *Start* menu option.
- 3. Check that the *CTIMUX* icon in the Windows icon tray goes from Waiting for PBX Response... to

*Connected*, and the tooltip message displays:



#### NOTE:

CTIMUX starts connecting to Master NS1000 PBX initially.

If the CTIMUX gets connected to the Failover NS1000 PBX, the PBX STATE message displays *Failover Connected*.

4. If there is another Application already connected to the PBX via CTI Link, the CTIMUX icon goes to

Master Rejected and the tooltip message displays:

	7
() CTIMUX	A ×
PBX Connection (192.168.0.101:	33333), PBX
STATE (Master Rejected)	
Number of clients: 0	

#### To verify the clients connected to CTIMUX

1. You can inspect anytime the number of Client Applications, including Panasanic TSP, connected to CTIMUX by checking the tooltip message, or



2. Drag the mouse cursor over the CTIMUX icon in the Windows icon tray.

PBX Master(192.168.0.101 Connected) Number of clients: 1

# **Product Support**

Poltys tech support engineers are always available to answer your questions at:

- US Phone number: +1 864 642 6103
- Support: <a href="mailto:support@poltys.com">support@poltys.com</a>