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Introduction to CALL MANAGER

The CALL MANAGER application is designed to enhance the operation of your BT Inspiration Feature phone.

The application operates by communicating with your BT Inspiration Featurephone, allowing you use the PC to control the Featurephone directly.

Information appearing on the BT Inspiration Featurephone display is mimicked in the application.

The CALL MANAGER application gives you the following features:

- **200 programmable option keys**
- **8 main screen programmable function keys**
- **On screen keypad dialler**
- **Phone Book** - of names, addresses and telephone numbers
- **Incoming & Outgoing call logging**
- **Last number redial** - for the previous 20 numbers dialled
- **Call notes** - to keep information about your calls
- **File import and export features** - Use the application to update other applications
**Equipment Overview**

**Computer**
Pentium PC running Windows 95

8 Megabytes of RAM and 15 Megabytes of hard disk space are required to run the application.

**RS-232 serial cable**
You may require a 9 to 25 way connector adapter if your PC is equipped with DB-25 COM port sockets.

**CALL MANAGER module**
This module is the interface unit between your PC and your BT Inspiration Featurephone.

**CALL MANAGER cable**
This cable has clip in plugs at both ends, and connects the TAPI socket on the underside of your BT Inspiration to the CALL MANAGER module.
Setting up CALL MANAGER

To install the CALL MANAGER Module

Your installation package contains two cables, a mains transformer, six floppy disks and a CALL MANAGER module.

Before installation you should ensure that:

- Your PC has a spare serial COM port
- You have the correct serial COM port adapter cables to interface with your PC
- Your PC matches the specification given in the Equipment overview section of this guide
- Connect the flat cable with the clip in plugs into the socket on the CALL MANAGER module and the socket marked TAPI on the underside of your BT Inspiration Featurephone
- Plug the transformer into an earthed 3-pin 13Amp socket and connect the output cable to the socket marked DC on the underside of your Featurephone
- Use the second round cable with the RS-232 serial connectors to connect the female 9-way (DB-9) socket on the CALL MANAGER module to the serial COM port on the back of your PC

Note: Ensure your PC is working correctly prior to connecting the call manager module. It is suggested that you verify all phone and PC connections prior to carrying out any installations.
How to Connect your Call Manager equipment

PC COM Port

Mains transformer

Underside of Featurephone
To install the CALL MANAGER software

**Caution**
You should close all other applications before starting to install the software as some conflicts may arise with files in use by Windows

- When the PC has booted up correctly, insert the **BT Inspiration Systemfone SP** driver disk into your floppy disk drive
- From the **Start** option select **Run**
- At the **Open** prompt type **A:\setup**
- Click on **OK**
- Setup shows the InstallShield wizard screen
- The screen displays the **Systemfone Telephony Service Provider Setup** screen. Please read the Install shield messages displayed on your screen as failure to do so may result in an incomplete installation
- Click on **Next** to carry out the installation or **Cancel** to stop

When 90% of the driver software has been installed onto your PC (as indicated on the install status indicator), the following screen is then displayed.
Note: The set-up automatically selects COM 1 as the default COM port. Change this to suit your PC configuration as required. The Record Data and Record Calls options are for diagnostic purposes and should not be selected unless instructed by the BT Inspiration helpdesk. Entering your Featurephone number is optional and is included for information within the service provider.

- When the correct settings have been entered select OK

After the software on the first diskette has installed correctly, the following message is displayed

Setup complete. You may now use the Systemfone Telephony Service Provider within Telephony applications

- Click on OK

- The screen reverts to its normal operating display

Remove the BT Inspiration Systemfone SP disk from your floppy drive. You then continue to install the application. See the following pages for instructions.
To install your application software

- Remove the **Systemfone Service Provider** driver disk and place your **BT Inspiration CALL MANAGER Application Disk 1 of 5** into your PCs floppy disk drive

- From the **Start** option select **Run**

- At the **Open** prompt type **A:\setup**

- Click on **OK**

- The Installshield wizard screen is displayed with a status bar indicating the percentage of files copied from the installation disk. When all the files have been copied the status bar display disappears

- The BT Inspiration Call Manager welcome message appears on screen. Please read the Install shield messages displayed on your screen. Failure to do so may result in an incomplete installation

- Select **Next** to continue or **Cancel** to quit

**Copying application files**

- Follow the prompts on the screen. You are then requested to select the name of the directory into which the files are copied. The default directory is **C:\BTPhone**. The directory may be changed by typing in the required path and name

- If you wish to change the directory, select the **Browse** option and choose the directory in which you wish to store the files. You may choose the name of the directory yourself

- The install process then prompts you for the required, application name. By default, this is defined as **BT Inspiration Call Manager**. This name can be user defined. The selection chosen appears in the main **Program** window
• When you have completed these stages select **Next >**

• The install screen displays the selections made for the directory and programme name. You may choose the **< Back** option to change the selections made. If the selections appear as required, select **Next >** to continue. The files continue to be copied

• When prompted remove **BT Inspiration CALL MANAGER Application Disk 1 of 5** from your floppy disk drive and insert **BT Inspiration CALL MANAGER Application Disk 2 of 5**

• Click on **OK**. The application then continues to install

• You are then prompted to insert Disk 3

• Remove the **BT Inspiration CALL MANAGER Application Disk 2 of 5** and replace it with **BT Inspiration CALL MANAGER Application Disk 3 of 5**

• The application then continues to install. When the files have transferred over you are prompted for disk 4

• Remove the **BT Inspiration CALL MANAGER Application Disk 3 of 5** and replace it with **BT Inspiration CALL MANAGER Application Disk 4 of 5**

• Click on **OK**. The installation sequence continues until the contents of disk 4 have been accessed. Remove the **BT Inspiration CALL MANAGER Application Disk 4 of 5** and replace it with **BT Inspiration CALL MANAGER Application Disk 5 of 5**
• When the installation has completed, a message is displayed informing you that the software has been installed correctly. Remove the **BT Inspiration CALL MANAGER Application Disk 5 of 5**

• Select finish to exit the installation process

• Restart your computer

When your computer restarts the **BT PHONE** icon is displayed on your Program Manager screen. When BT Inspiration Call Manager is highlighted.
Getting started

• Under the Start menu select the Programs option

• Click on BT INSPIRATION CALL MANAGER and the BT PHONE icon appears. Highlight the icon to select the application.

When the application is running the screen displays a Featurephone mimic as illustrated. You may minimise the on-screen Featurephone. When an incoming call is detected it pops up automatically.

The screen shows the Featurephone menu under normal idle conditions. The time displayed on the Featurephone is updated by the phone network if you have Caller Display Service (CDS) or Calling Line identification (CLI) enabled on your lines.
You should synchronise the PCs time and date display to that on the Featurephone, to ensure that all application time and date stamps match. This is recommended in all cases, as you may not have CDS/CLI enabled on your line.
Main Screen quick guide

The Call manager application, offers the user the ability to access all the available features using a standard mouse or keyboard.

The main screen is displayed when the application is started, and can be minimised when using other applications. The screen will pop-up, when an incoming call is received by the connected Featurephone.

Note: The on-screen LCD mimic displays the information appearing on the connected Featurephone. The option select and menu select keys operate in the same manner as those on the connected Featurephone. Please refer to your BT Inspiration Owners manual for further information.
Icon Toolbar definitions

A - **Dial Icon** - Dial the selected number displayed in the dial window *(See page 16)*

B - **End Call Icon** - Terminate the current call *(See Page 16)*

C - **KeyPad Icon** - Display the Call Manager telephone keypad *(See Page 14)*

D - **Feature Keys Icon** - Display the main screen Feature Keys (default) *(See Page 14)*

E - **Phonebook Icon** - Display the Call Manager Phonebook *(See Page 24)*

F - **Call Notes Icon** - Display the Call manager Call notes *(See Page 30)*

G - **Call Log Icon** - Display the Call Manager Call Log *(See Page 27)*

H - **Option Keys Icon** - Display the Call Manager Option Keys *(See Page 23)*

I - **Global Settings Icon** - Display the trunk access prefix digits *(See Page 15)*

J - **Answer Call Icon** - Answer incoming call to Call Manager *(See Page 19)*

K - **Help Icon** - Display help topics *(See Page 15)*
Main toolbar

The main toolbar allows the user select from:

**File, View, Options, Commands, Help**

*(The Icon toolbar offers icons to activate application features)*

**File**

- The **File** option allows the user to **Exit** the application when selected.

**View**

- The **View** option allows the user access various windows within the application. The following options are available:

  **Keypad**, i.e. replace the main screen programmable feature keys with a standard dial out keypad

  **Feature keys** option allows the user revert to the default, feature key display

  **Phonebook** allows the user to select the phonebook window

  **Call Notes** allows the user select the call notes window

  **Call Log**, allows the user select the call log window

  **Option keys** allows the user select the option keys window
Options

Selecting **Options** allows the user to access the following

- **Program function keys**
  This enables the user to programme the main screen feature keys from a standard keyboard

- **Connect Using**
  This allows the user to connect to another TAPI compliant service provider

  *Note: This will result in diminished services being available to the Call Manager application and should not be used under normal circumstances.*

- **DDE Link Set-up**
  This allows the user to set up direct data exchange. See the *application notes* in this *guide*

- **Call Log**
  This allows the user to define what type of call is being logged in the call log

- **DTMF Mode**
  This allows the user to send DTMF (Touch Tone) from the application. This enables the user to access DTMF services when the keypad is displayed (e.g. to access voicemail)

- **Trunk Access Prefix Digits**
  This allows the user to specify the trunk access numbers which are automatically inserted before external numbers in the phonebook and call log. The same option is available under the global settings icon in the main icon toolbar.
Commands

- **Commands**
  This option allows the user to use the PC keyboard to access application features.

Help

- **Help**
  This offers the user the help files for the application

  *Note:* If any of the options in the main toolbar are highlighted, the function keys no longer operate
To dial a number for the first time

- Prefixing the number with the line access digit (default is 9), enter the digits you wish to dial into the **Dial window**

- To dial select the dial Icon, the **F11** key, or Press Enter
  or
- Dial your number by selecting the keypad icon on the main icon toolbar and dialling the digits on the keypad.

*Note: The keypad is designed specifically for sending touch tone information from the application. The Dial window or phone book should always be used for making calls*

The number you require, is dialled.

- To delete the last digit in the **Number to Dial window** use the backspace or when using the applications keypad, the delete key

- To hang up, select the **End Call** icon or press **F12** on the PC keyboard

*Note: External calls should be prefixed with the correct access digit when dialling from the dial window or from the keypad. By default the outside line access digit is 9. This prefix can be altered to allow the user access outgoing lines associated with their ringing group or to pick up specific lines for outgoing calls. Selecting the **Global Settings Icon** on the main Icon toolbar, allows the user to select the prefix they wish to use when dialling from the call log, phone book or from option keys, the outgoing access digit is automatically inserted. Please see the BT Inspiration owners guide for a definition of these selections*
To dial a number which you have dialled before (redial)

- Click the down arrow on the **Dial** window. Select a number you have dialled before or, using the keyboard, highlight the dial window using the TAB key and use the up/down cursor control keys to select the required number

- Select the Dial icon on the bottom right hand side of the screen or from the main toolbar or press the **F11** key or press enter

- To hang up, select the **End Call** icon or press **F12** on the PC keyboard

The **Dial** window keeps a record of the last 20 numbers dialled.

**Note:** When a number is displayed in the dial window, highlighting the window and selecting the right hand mouse key, offers the option of adding the number to the phone book and of generating call notes against the displayed number
To dial a number from the main screen function keys or the 200 programmable option keys

Main Screen

- Select a function key on the main screen, which has been programmed to send a telephone number. Refer to the *Using feature keys and option keys* section of this *Guide*

- The number programmed under the function key is displayed in the LCD mimic and is dialled out by the feature phone

- To hang up, select the **End Call** icon or press **F12** on the PC keyboard

Option Keys

- Select the option key icon from the main tool bar or by selecting **ALT + V** to access the **View** option. Using the cursor keys select Option Keys

- If a key has been programmed with a number click once on the required speed dial key (1 - 200), or when highlighted, press enter

The selected number is dialled.

- To hang up, select the **End Call** icon or press **F12** on the PC keyboard

For information about how to store, edit and delete speed dial numbers, refer to the *Using feature keys and option keys* section of this *Guide*. 
To dial from the phone Book

- Select the phone Book icon from the main toolbar, or select **ALT + V** to access the **View** option. Use your cursor control down key to select phonebook and press enter

- Use the cursor control keys or your mouse pointer to select the entry in the phone book which you wish to dial

- Double-click on the entry or select the **F11** key

- The selected number is dialled

- To hang up, select the **End Call** icon or press **F12** on the PC keyboard

For information about how to store, edit and delete phone book numbers, refer to the *Using the phone Book* section of this *Guide*.

To dial from the call log

- On the tool bar select Call log Icon, or by selecting **ALT + V** to access the **View** option, select the **Call Log** option

- Select the entry in the call log that you wish to dial

- Double-click on the entry, or press **F11** to dial

- The selected number is dialled

- To hang up, select the **End Call** icon or press **F12** on the PC keyboard

Note: *The application will not dial numbers from the dial window when the phone is of hook. To dial when off hook you must use the application keypad and select DTMF mode from the **Options** selection on the main toolbar.*
For information about how to look at the call log and to remove records, refer to, *Using the call log* section of this *Guide*. 
Answering a call

The Pop-up screen

When an incoming call arrives at your Featurephone the screen mimic contains the call information as displayed below.

If the on-screen Featurephone is minimised, this window automatically pops-up when a call is received. The Pop-Up screen appears as below.

- To answer the incoming call in handsfree mode click on the Answer key, use Alt + A or select F9

If CLI/CDS information is available, the number of the incoming caller is displayed in the Caller Telephone No. window.

If a call is received from a number, which has been entered in your phone Book, the name of the caller matching the incoming CDS/CLI number appears in the caller name windows.

When a CLI/CDS call is received the callers number is automatically stored in the phone Book. If you do not enter the name associated with this number into the phone Book, the caller's name is displayed in the phone book as unknown.

If you enter the caller's name into the Caller First Name or Caller Surname window while the call is taking place the caller's name and number are automatically stored in the Phone book. To do this select Change and highlight the required window.

If a name is entered (automatically or by you) this allows you to make call notes for the call. You will find further information about call notes in the Using call notes section of this Guide.
Using feature keys and option keys

Programming the main screen feature keys

You may program different functions onto the function keys of your BT Inspiration call Manager. If you do this, you should change the label in the main screen keys to match.

- Highlight the key you wish to programme, then select the right hand mouse key.

- The programmable options available to you are then highlighted in a pull down window.

- Select the option you wish to enable on the key and label the key with the required option.

If a function is selected which requires a second input, Divert for example, the programming screen offers the choice of entering the divert number, this can be an external or internal number.

The Previous/Next option selects the key being programmed.
**Special Note:**

When entering phone numbers onto keys, and into the phone book **always** include the STD code with the entry, as all numbers are received by the system in this manner.

Example: A correct entry would be 01616003001 - Do not enter 6003001 as the telephone network will not send this as a CLI/CDS number and the application will be unable to associate names with incomplete numbers. The outgoing access digit is inserted automatically when programming feature keys and option keys with external numbers. The application uses the prefix 9 by default. If the external line access digit/s is/are changed after a key has been programmed, the change is ignored when dialling from the programmed key. The digit/s stored at the time of programming is/are inserted.

To programme using the keyboard only

- Select **Options** on the main screen toolbar by using the **ALT + O** key

- With the **Program function keys** option highlighted, press **enter**

- Select the key you wish to program using the **Previous/Next** key options **ALT + P** or **ALT + X**

*Note: (by default the first key is selected)*

Use the TAB key to highlight the programming options table
Labelling Keys

- When the key has been programmed, highlight the default key name at the top of the display.
- Click the right mouse key and you can then re-label the key to suit your requirements.
- When you have entered the new label select **Save** the entry and the key will then appear with the revised label display.

Labelling keys using the keyboard

- The up/down cursor keys can be used to select the required option.
- When selected, the key can be labelled by selecting **ALT + O**. This highlights the **Label** keys option.
- Press enter to open the key labelling window.
- Enter the text (15 characters max) you wish to programme onto the key.
- Select **ALT + S** to save the required label.

When the correct programming and labelling option are displayed select **ALK + K (OK)** to save or **ALT + N (Cancel)** to exit.
Programming the option keys

When the option keys icon is selected from the main tool bar, the keys are programmed in the same fashion as the main screen, feature keys. Selecting the book icons on the option screen toolbar, enables access to all 200 keys. Selecting each book icon from left to right, allows access to the option keys in blocks of 40.

Select the key using the right hand mouse key and enter the required setting

- To program keys form the keyboard only, select the ALT + P, the Program keys option
- Select the group of keys you wish to program. Press enter
- Programme and label the keys in the same manner as described in Using Feature keys and option keys the section of this guide
Phone Book Quick Guide

A - Add new entry
B - View/Edit entry
C - Delete entry
D - Sort Ascending
E - Sort Descending
F - Find and entry (selecting this pops up a window, Enter the first letters of the name and the matching entry in the phone book is highlighted
G - Get Call notes

Viewing call notes

Call notes associated with each phone book entry can be viewed from the phone book, simply highlight the entry required and select the Call Notes key at the bottom of the main phone book screen.
Using the phone Book

This feature enables you to keep a phone Book of all your contacts. You may store their name, number, business address and postcode.

To store numbers in the phone Book

- Click on the phone Book icon
- Click on the New key

The following window is displayed:

- Enter the contact's **First Name**, and **Surname**
- Enter the **Telephone No.**
- Specify if the number is **Internal** or **External**
- Enter the **Company Name** and address
- Enter the **Post Code**
- Click on **OK** to save the information
- Or
- Click on **Cancel** to cancel and exit
Selecting internal or external, allows the application differentiate between phone book and call log entries requiring trunk access digits or not. All external numbers are automatically prefixed with the required trunk access digit when the external selection is made. Call log entries then show I or E when stored. This denotes internal and external numbers. When calls are received with a name displayed in the Telephone No. window (when using name dialling or CLI/CDS name association), the Call Log shows them as being internal (I) calls.

For information on dialling numbers from the phone book refer to the Making a call section of this Guide.

To view or edit a stored number

- Select the Phone book entry you wish to view or edit
- Click on the View/Edit key
- Make any changes required to the Name and Telephone No. windows
- Click on OK to save your changes
- To exit this function click on Cancel or close the window

To delete a number from the phone Book

- Select the entry you wish to remove from the phoneBook
- Click on the Remove key

The entry is deleted from the Phone book
To sort the Phone book

- Click on the number field, then on the A-Z. key to sort in telephone number order. (Z-A sorts in the opposite ascending)

- Click on the name field then on A-Z key to sort in name order (Z-A sorts in the opposite ascending order)

Note: The alphabetic sorting is based on the first word. If you wish to sort your Featurephone Book by surname, then you should enter the surname first. For example: Drake Christine. Highlight only on the phonebook fields and select the sort option for that field. All entries will be sorted as required
When an entire column is selected in the phone book, it is automatically sorted in ascending order.

Printing, Importing and exporting the phone book

The phone book allows the user to option of printing the entire contents of the phone book or of selecting specific sections for printing. The user can also import and export phone book contents. These options are available by selecting Options from the main phone book toolbar. See the application notes section of this guide.
Using the call log

The incoming call log automatically records all the calls you receive. It records the date, time, direction and duration of the call and the name and telephone number of the caller. The call log status column shows whether incoming calls were answered (A) or unanswered (U) when the call log is updated (Incoming calls only).

To view the call log

- Select the call log icon on the main tool bar

The following screen format if displayed:

![Call Log screenshot]

When the call log is displayed, you may choose to delete one or all records. The call log will contain entries of all calls received with the most recent appearing at the top of the log. Unwanted call log information should be removed to increase available disk space on your PC. The call log shows the following information:
Name of caller
Telephone Number of caller
Call status (Answered or Unanswered - on incoming calls only)
Date of call
Time of call
Duration of call
Direction of call (Incoming or outgoing)
Whether, the number is internal, or external

In the options menu, you can specify the type of calls you wish to log.

- Select **Options** from the main toolbar
- Select **Call log**

You may then choose to log
- Incoming Calls
- Outgoing Calls
- Internal Calls

Select the tick-box as required
To delete an entry from the call log

- Select the entry you wish to remove
- Click on the **Delete** key
- The deletion confirmation is displayed (as below), select **Yes** to delete the chosen entry

To remove all entries from the call log

- Select all the entries by selecting the cell in the top left hand side of the call log window
- Select Delete

The following confirmation screen appears:

![Deletion Confirmation Screen]

- Click on **Yes** to delete the entire contents of the log file or **No** to cancel the operation

To dial a number from the Incoming call log. Refer to the *Making a call* section of this *Guide*.

Exporting the Call log

The call log can be exported in the same manner as the phonebook. The file is exported as a text file, which can be opened by another application. Refer to the *application notes* section of this *guide*. 
Using call notes

The call notes facility allows you to keep notes about a single call, or to keep notes on each call received from a particular number.

Once you set up call notes for a particular number, you can add to the notes every time you receive a call from that number. You may also add to the notes from all screens when there are no active calls. Where ever the open red notebook icon appears, the call notes can be accessed. See the Using the call log section for details.

• From the pop-up screen which appears when you receive a call (illustrated in the Answering a call section of this guide), or from the incoming call log window (illustrated on the previous page) click on open red notebook icon to display the following screen:

The main screen shows all available call notes and their associated number. By selecting a specific entry the user can refer to the call notes and add or edit them as required. As with the phone book, the entries can be printed and exported to other applications. The contents of the call notes can be cut and pasted to other applications. See the application notes section of this guide.

The date and time are entered automatically and the cursor is positioned ready for you to enter your notes. The maximum size the call note is approximately 500 lines of text. If you try to update a call note which already has 500 lines a message is displayed asking you to delete or cut some of the call note entries.
Call notes can be highlighted, cut and pasted to other applications on your PC.

- Enter your call notes
- Click on **OK** to save the contents

To add to or edit call notes

- Select the entry whose call notes you wish to edit
- Click on **Call Notes**

You cannot associate call notes with a blank call log entry or where the telephone number is shown as Unknown. If call notes already exist for the number they are displayed and you may modify them. If call notes do not already exist for the number a blank call note appears.

- Make the additions or changes you require
- Click on **OK** to save the contents

Exporting Call Notes

Call notes can be exported in the same manner as the phonebook and the call log.

Please refer to the **application notes** section of this **guide**.

*Note: If there is a number in the dial window and the call notes icon is selected, the call note for the displayed number is shown on the screen*
Uninstalling the BT Inspiration CALL MANAGER application

If using Windows 95 use Windows explorer

- Select Control panel, and select the Add/Remove programme icon

- Select the application and remove it

Help files and Troubleshooting

The application help files contain user information aids which describe the operation of the on-screen Featurephone.

- Click on Help on the main toolbar

- Select the help topic as appropriate

Troubleshooting

This section contains the answers to some common questions about using the BT Inspiration CALL MANAGER application.

Unable to install the application

_There may be conflict with some open applications._

- Some application program files are designed specifically to remain available at all times (for example, program files associated with virus checking or PC monitoring). Close these applications when loading the installation disks.

- Windows holds some system files open when there are applications running on the PC, some of which generate error messages when a new application is being installed. Ensure all other applications are closed during the installation.
Unable to start the BT Inspiration software

_The driver software has not loaded correctly or there is a problem with your chosen COM port._
- Check that the correct COM port is connected to the BT Inspiration Telephone and test the application again.
- If this does not resolve the problem go through your driver installation procedure again. (see the following page)
- If there are no telephone drivers installed or the BT Inspiration driver is corrupt or missing reinstall the driver

_The TELEPHON.INI file (telephony configuration file) is corrupt._
- Open the **Telephony Control Panel** to repair it.

_The version of Windows Telephony you are using is incompatible with your version of BT Inspiration software._
- Contact the BT Inspiration SSC for assistance. You can find the helpdesk contact number at the end of this section.

_The BT Inspiration telephone is not connected to the BT Inspiration telephone socket_
- Connect the BT Inspiration Telephone as described in your **BT Inspiration Telephone User Guide.**
To verify the set up of the BT Inspiration Featurephone attached to your PC

- From the **Start** menu select **Settings**

- Select **Control Panel**

When the **Control panel** window is open

- Double click on the **Telephony** icon

- The **Systemfone Service Provider** option should appear on your screen

Note: If the **Systemfone Service Provider** is not visible in the **Telephony Drivers** window, select **Add** and highlight it on the list of installed drivers. When you have done this click on **Add**

- Click on **Setup**

- Select the COM Port you are using

- Click on **OK** to save settings

- Click on **Close** to exit and close **Control panel**

If the BT Inspiration Featurephone is not connected to your PC or the driver software has not been installed the following message is displayed on your screen:

![Systemfone Error](image)

*Note: The above example shows COM1. The message reflects the COM port selected (COM1, COM2, COM3 or COM4)*
If this message is displayed please ensure that you have connected and configured the equipment as shown on page 6 and that you have chosen the correct COM port. If the equipment is connected correctly, please check that the required driver is operating within the Telephony set-up under Control panel.

*Note: The AC to DC transformer must be plugged into the power supply in order to use the application.*

Screen pop-up doesn't work

You may be using a screen saver, incompatible with the applications' incoming call pop-up screen

- Disable the screen saver you are using

Application quits unexpectedly

*The connections between the telephone and the computer have failed.*

- Ensure that the serial cable is plugged in correctly, that you are using the correct COM port, and that the telephone is installed correctly.
- If the problem persists, contact the BT Inspiration Telephone helpdesk for assistance. You can find the helpdesk contact number at the end of this section.

*There is not enough memory to run the application.*

- Make more memory available by closing other applications. Please refer to the Application notes at the end of this Guide.
The application display is corrupt

*If the application display is corrupt there may be a conflict with the display driver in your PC. This may occur when the application is installed on a laptop computer.*

- Please ensure that the standard Windows video driver is loaded.
  (Typical driver is VGA 3).

BT Inspiration does not dial the selected number

*The line on the BT Inspiration Telephone is busy.*

- Wait until the line is available and try the call again.

*The selected telephone number may contain invalid characters.*

- Check the number and redial. Refer to the *Making a call* for more details.

*Another application may be using the line.*

- Close down other applications and try again.

BT Inspiration dials the number incorrectly

*The selected number is incorrect.*

- Check the number and try the call again. Refer to *Making a call* section for more information.

Files Fail to Register after Installation

This problem may occur during installation. Make a note of the file names and restart your PC. If the same file fails to register again, reinstall the application and restart the PC. Should the problem remain, contact the BT Inspiration SSC
**Shortcut keys**

All shortcuts are shown by an underline.

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<th>Shortcut Key</th>
<th>Description</th>
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<tr>
<td>ALT + F</td>
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<tr>
<td>ALT + V</td>
<td>Selects <strong>View Menu</strong></td>
</tr>
<tr>
<td>ALT + O</td>
<td>Selects <strong>Options Menu</strong></td>
</tr>
<tr>
<td>ALT + C</td>
<td>Selects <strong>Command Menu</strong></td>
</tr>
<tr>
<td>ALT + H</td>
<td>Selects <strong>Help menu</strong></td>
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</table>

**Select the keypad Icon**

| AL + 1        | Selects 1       |
| AL + 2        | Selects 2       |
| AL + 3        | Selects 3       |
| AL + 4        | Selects 4       |
| AL + 5        | Selects 5       |
| AL + 6        | Selects 6       |
| AL + 7        | Selects 7       |
| AL + 8        | Selects 8       |
| AL + 9        | Selects 9       |
| AL + *        | Selects *       |
| AL + #        | Selects #       |
| AL + D        | Selects Delete  |

**Using the LCD mimic Screen**

| Function key 1 - F1 | Selects the top left interactive screen key |
| Function key 2 - F2 | Selects the middle left interactive screen key |
| Function key 3 - F3 | Selects the bottom left interactive screen key |
| Function key 4 - F4 | Selects the top right interactive screen key |
| Function key 5 - F5 | Selects the middle right interactive screen key |
| Function key 6 - F6 | Selects the bottom right interactive screen key |
| Function key 7 - F7 | Selects the interactive screen up arrow key |
| Function key 8 - F8 | Selects the interactive screen down arrow key |
| Function key 9 - F9 | Selects the answer Icon |
| Function key 11 - F11 | Selects the Dial Icon |
| Function key 12 - F12 | Selects the End call icon - hang up |
Phone Book
ALT + O  Selects **Options from main toolbar**
ALT + M  Selects **Commands for dial & hang up**

Incoming Call Log
ALT + O  Selects **Options from main toolbar**
ALT + M  Selects **Commands for dial & hang up**

*Note: File export screens contain no shortcut keys*
Application notes

DDE file access

The application allows the user to send data to database files when the application is running. This option is selected from Options on the main toolbar.

The user selects a database/spreadsheet file name and defines the rows and columns to which the incoming caller information is written. They then select the DDE link enable option and all incoming calls will be written to the other application. The other application **MUST** be open when using this mechanism.

The application into which the data is written can use the data to generate other file access or record association. The mechanisms for this are defined in the user documentation of these applications.

The applications supported are,

- Microsoft Excel
- Microsoft Access
- Lotus 123

The screen below shows an example of a DDE definition when using links to Lotus 123 and Microsoft Excel. The DDE link active selection must be made to enable the feature.
To use the DDE link to Microsoft Access, open the Caller.mdb file, located in the application directory. (Default directory is C:\BTPHONE) There is no direct link to this file from any of the application screens.

When an incoming call is received by the application, the caller information is written to this file. This file can then be used to generate associated links, based on the incoming caller information.

*Note: If a non-default directory was chosen to contain the application files during installation, the Caller.mdb file will be located there.*
Importing Files

The application allows the user to import files from other applications. Should the user have customer/caller information stored on other files, they have the option of specifying the file in question and importing it into the phonebook.

- Select the Browse option to access the file you wish to import

- The file being imported must be saved in the other application as a TAB or CSV file

- If the imported file is required with the field names included, select yes for Field names in first row of file?

- There are 6 defined fields in the call manager application: Surname, First Name, Telephone Number, Company Name, Address and Post Code

  If the imported file is not in this order i.e. First Name, Surname, Address, Telephone Number, the import template must allow for this
Exporting the Phonebook

Select **Options** on the main phonebook toolbar, then select **Export Phonebook**. The following screen is displayed.

The call manager application allows the user to export files in a text format. These files can be created with the following file types:
- Variable length records
- Fixed length records
- HTML Tags
- Access

The file name, which the file is being exported as, can be defined, as can the directory it is stored in. The fields, which are being exported, can be highlighted.

- To define the file into which you are exporting the phone book select **Browse**.
  You can export to an existing file or define the file name the exported phonebook will be called.
Selecting the **Advanced** option allows you to refine the export parameters.

Each record in the phonebook can be separated, in order to make the export file more legible. **CRLF** - defines carriage return line feed. (Each record is separated, and appears on subsequent lines.)

The options available to export the files, allow the user define their own record separators.

The file can be sent in a DOS format or in a Windows format. The user can also define which record to export.

When the settings have been chosen to suit the export field requirement, select **Next** to continue.
The default field separator can be defined in this window. The file content chosen is displayed in the Output file preview window. The delimiter defines the end of the specific piece of information, this can be used by other applications when defining the required length of the exported file record. When the required format is chosen select <Next>.

The elements being exported can be defined in the final export file window.
Select the fields being exported in the **Selected fields window**, then choose **Finish**.

The files should then be exported, in the chosen format to the required file.

*Note: The **Save Setting** option on the bottom left hand side of the window allows you to save the export parameters into a file. These parameters can then be called up by selecting **Settings** in the first export file window. This will allow you export the files in the same format in the future.*
CALL MANAGER software format

The CALL MANAGER Module records incoming calls in a database format which can be reviewed by the user.

The line/s to which your BT Inspiration Telephone system is connected must have Caller Display Service (CDS) or Calling Line identification (CLI) set to optimise the application’s operation. The call log information is compiled from incoming CDS information.

The application database is in a .mdb format, which allows manipulation within database software packages such as Microsoft Access.

Applications such as Microsoft Schedule allow you to dial directly from stored numbers locations in the application.

The files generated are:
- Tapiapp.mdb. From this file all the application options are derived. The phone book can contain 9,999 entries. When this number has been exceeded the first 5000 entries stored in the phone book are automatically backed up into and ‘old' file, which has to be accessed separately. This maximum capacity mechanism is used with the call log and with call notes
**BT Inspiration Database Access**

**Caution**
You **must** backup .MDB and .LDB files before modifying database contents in any way. The database structure must not be modified in any way. This includes fields, indexes, and table names.

The individual phone book, call log and call note files are defined as tables within the database structure. These table names are as follows:
- Phone book
- Old_phonebook (when 10,000 entries have been made)
- Call log
- Old_calllog
- Callnotes
- Old_notes

The file format is a Microsoft Jet 32-bit access database Version 3.5 to allow backward compliance to lower speed PCs and application file formats. Compatible packages should be verified for compliance.

It is recommended that the software be run on a PC which has an SVGA display output (600 x 800 Pixels to optimise the screen clarity).

The module communicates at 19200 BPS full Duplex, 8 bits/no parity using no flow control.
TAPI commands supported by the service provider in alphabetical order:
(highlighted commands are used by the Call Manager application).
The application operates using TAPI version 1.4.

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Returning your CALL MANAGER module

In the unlikely event of a failure on your CALL MANAGER module, business customers should ring 0800 800 154 and residential customers should ring 0800 800 151. If a fault occurs during the guarantee period you will be supplied with a replacement CALL MANAGER module.
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