

ActiPOINT

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Introduction

We wish you a lot of fun in the everyday use of *ActiPOINT*. Soon you will not miss the ability of *ActiPOINT* to bring you uncomplicated in contact with your friends, acquaintances and colleagues by telephone. Also the examination and search for data and conversation contents of the past phone calls leaves a professional impression on your conversation partner. see who calls you, even before you have taken the receiver during a incoming call.

Basically *ActiPOINT* manage calls under the use of two different concepts.

Own you a TAPI capable PBX (Privat Branch Exchange) which offers a TSP (TAPI Service Provider), you can use comfort capabilities like forwarding, redirection, conferences and so on beside the basis functionalities of the call construction and the indication of incoming calls.

Should you own an ISDN PBX and no TSP is available for it, *ActiPOINT* provides you the basis phone capabilities running in the operation mode CAPI.

The mode of operation SERVER is useful for companies and organizations with several many working places. *ActiPOINT* installed on different computers operates as a client, which use the phone capabilities of *ActiPOINTserver*. This server software is connected with your PBX using TAPI or CAPI. You use the server administration tool to determine whether the functionalities of the operating mode TAPI or CAPI are available to the clients.

In the following you find a brief abstract of the contents of the single chapters.

In the chapter ‚specification and requirements’ you find a brief extract from the list of the possibilities of *ActiPOINT*. Furthermore, please, follow the preferences important for the use which are likewise listed in this chapter.

The chapter ‚installation’ describes the steps necessary for the installation and gives assistance, if one or other obstacle appears. Also the steps for the installation of *ActiPOINTS* own TSP TAPI Service Provider is introduced to you. A TSP is an element of Microsofts own telephony-program interface. It enables you to equip also other, foreign programs with the phone dialing functionality of *ActiPOINT*.

In the chapter ‚basic settings’ the personal settings indispensable for the sensible use are demonstrated. Necessary settings belonging to your phone arrangement are discussed in this chapter. The behavior of *ActiPOINT* during the boot up of your computer can be changed. The settings which determine the behaviour of *ActiPOINT* are to be found in this chapter also. *ActiPOINT* is to be complemented by application-extension in his function. How you bring this *ActiPOINT* to the knowledge is part of the chapter ‚basic settings’.

Putting in and the management of contacts is found in the next chapter ‚management of contacts’. The concept ‚contact’ stands here as a collective concept for your friends, acquaintances and colleagues and,

otherwise, also to all other with whom you would like to go in contact. Read this chapter carefully.

Phone calls, whether (on account) of coming in or going out, and their management are in the chapter ,management of phone calls' described. How you get fast conversation data of the past phone calls are demonstrated beside many other Features to be used.










ActiPOINT makes available a big number of methods to initiate a phone call. The chapter ,Dial from *ActiPOINT*' returns explanations to these varied alternatives to you.

Everybody wants to save money! No really revolutionary new thesis which you also join certainly. *ActiPOINT* can save money for you. As and what you have to do for it, find in the chapter 'easy LCR'.








In the last chapter is the procedure described to license *ActiPOINT*. You are introduced in the use of COMIREL's license tool.

Specification and Requirements







Specification of *ActiPOINT*

-  Phone call management. All incoming and outgoing phone calls are available any time. You see who calls you before pick up the receiver.
-  Contact management. You have your contacts and the phone communication with them on a look. Preparation of all important contact data.
-  Independent of the CTI abilities of your ISDN branch exchange.
-  ,One click dial' by Button strip. Assortment of the strip according to frequency of the telephone calls.
-  Quick manual dial and dial by Hotkey. Mark a number in any other application and dial by Hotkey.
-  Boundless extension of the function with optional available modules. Modules for the integration in Outlook and in Notes are immediately available.
-  Extensive and quick search for any combinations in contact data and phone call data.
-  Attractive and fresh design which you can adapt to your needs by external XML editor manifoldly.
-  Intuitive and easy working.






+ Specification of *ActiPOINT* (TAPI)

-  Management and call control from up to three phones
-  Manage several parallel phone calls
-  Toggling between active calls
-  Three-party confernces
-  Transferring calls to another destination party.
-  Redirecting incoming calls to another destination party.
-  Set calls temporary on hold

+ Specification of *ActiPOINT* (all extensions)

-  Integration of the dial options in **Outlook**.
-  Pop ups of Outlook contact windows and build of journal entries of the type 'call' for coming in and coming out calls. You have always a look at the past communication with a contact.
-  Basis control of the VoIP phones of the company **SNOM Technology Ag**
-  **TAPI support** for incoming and outgoing calls by the provided TSP (TAPI Service Provider). **Control** of your SNOM phone directly **from TAPI capable applications** like Outlook.
-  Integration of the dial options in **Lotus Notes**.
-  Pop ups of **Lotus Notes** contact windows and build of EMail entries of the type 'call' for coming in and coming out calls. You have always a look at the past communication with a contact..

Requirements for the flawless working

-  Phone/PBX with TAPI capabilities (operating mode TAPI !)
-  ISDN card with CAPI 2.0 driver (only operating mode CAPI !)
-  *ActiPOINTserver* available in net (only operating mode SERVER !)
-  Windows computer (Windows 2000 / XP / Vista / '7 beta' ①)
-  x86 kompatibler Prozessor ab 500MHz

① Is operational under 'Windows 7 beta' without known restriction. 'Windows 7' compatibility is declared as temporary.

Before the purchase

Up to now no incompatibilities are known with known branch exchanges, nevertheless, please notice the following:

Recommendation:



Before the purchase it is recommended to test the possible settings and the teamwork with your specific hardware. You should use the trial version of *ActiPOINT*. Later surprises, e.g., a malfunction by a not compatible branch exchange can be recognized in the approach. If the trial version does not play together with your hardware, then it could not be expected an unproblematic function with the purchase version.

Installation

Installation of ActiPOINT

You receive the purchase version as well as the Trial version of *ActiPOINT* in form of a packed file in the ZIP format (the file has the ending .zip). In the following the installation steps are described:

1. You unpack the file in a directory of your choice. *(Go under use of Windows Explorer to the directory in which you have filed the ZIP file. Under Windows 2000 or XP you click twice on the name of the ZIP file. Select a directory or make one. You unpack the ZIP file in this directory.)*

Tip:



To unpack a file in the ZIP format you need under Windows 2000 and under the preceding Windows versions an additional program. One possibility is to use 'Winzip' which is also available in a shareware version on the Internet. Follow the documentation under 'Winzip', to unpack the installation files. Under Windows XP the functionality of pack and unpack in the ZIP format is part of the operating system. Use Windows Explorer under Windows XP to unpack the installation files.

2. Begin the installation, while you start the file Setup.exe. *(Go under use of Windows Explorer to the directory in which you have unpacked the ZIP file. Click twice on the file Setup.exe)*
3. There appears a window with a picture. Please, go to the next installation step. *(In the lower line there are two buttons with the label **cancel** and **continue**. Go with the mouse over **continue** and click once or press the key Return once.)*
4. The contents of the window change. You are greeted in the installation expiry. Please, go to the next installation step. *(In the lower area of the window there are three buttons with the labels: **cancel**, **<Back,continue>**. Click **continue>** once using the mouse or press the key Return.)*
5. A license text is indicated which, please, peruse carefully. If you can agree to the license text, choose the option 'I agree'. Please, go to the next installation step. *(If you want to agree to the license text, please, click with the mouse on the unsatisfactory small circle on the left beside the text 'I agree'. Now the circle must be filled. Furthermore the color of the button **continue>** to be found in the lower area changes from gray too clearly black. Herewith the button gets selectable. Click **continue>** once using the mouse or press the key Return.)*

6. It is offered you the possibility to choose the installation directory. If you want to change the given directory, you do it at this point. If you want to make *ActiPOINT* to all users of the computer accessible, you have at this point the choice. Please, go to the next installation step.
*(If the new installation-file path desired by you is known to you completely, type the path in the field ,folder'. If not, you click on the button **search** to choose an alternative installation-file path. If you liked to do to all users *ActiPOINT* accessible, click once in the small unsatisfactory circle beside the text , all users'. Now the circle must be filled. Click once using the mouse **continue>** or press the key Return.)*
7. Confirm the wish on installation of *ActiPOINT* while you go to the next installation step.
*(If you liked to continue the installation, please, click **continue>** once using the mouse or press the key Return.)*
8. There appears a horizontal progress bar which informs you about the proceeding of the installation. While the bar fills, the necessary files are transferred to your hard disk.
9. The end of the installation is indicated. Now *ActiPOINT* is available to you.
*(Click **continue** once with using the mouse or press the key Return.)*

After the installation, please, peruse the chapter ,basic settings' carefully to be able to effect the necessary setting for the use of *ActiPOINT*.

Installation of the TSP (optional)

ActiPOINT offers the possibilities to give other applications the ability to initiate a dial using *ActiPOINT*. These applications must be capable of using TAPI. TAPI is Microsoft's own software interface to initiate telephone calls and video calls. In order to provide TAPI capable applications for example 'Outlook' with additional telephony abilities these applications need a separate program part named TSP, Tapi service provider '. The *ActiPOINT* TSP has to brought the application to knowledge. How this will be done, please, take from the documentation of the application.

Before the *ActiPOINT* TSP is to be brought the operating system to knowledge also. This process is shown at this point and is to be found also in similar form in the documentation of your operating system:

1. Please, go to the start menu using the button **start**.
*(In the lower left corner of your desktop you find the button **start** in the Taskbar. Go with the arrow of the mouse on it and click the mouse key once. There appears the start menu.)*
2. Select the point 'Settings' of the menu. There appears on the right a context menu.
(Go with the arrow of the mouse on the point 'Settings' of the menu and click the left mouse key once, please.)
3. Select in the context menu the point 'Control Panel'. A new window with a list of entries or with an aggregation of symbols appears.
(Go with the arrow of the mouse on the point 'Control Panel' of the menu and click the left mouse key once, please.)
4. In the new window choose the entry or the symbol 'phone and modem options'. There appears another dialog with three index-cards.
(Go with the arrow of the mouse on the entry or the symbol 'phone and modem options' and click the left mouse key once, please.)
5. Please, select the index-card 'Advanced' of the new dialog. This index-card shows a list of all TSP's already announced to the system.
(Go with the arrow of the mouse on the name of the index-card 'Advanced' and, please operate the left mouse key once.)
6. Please use the button **ADD** on the index-card. There appears another dialog with a list of TSP'S which are not announced to the system yet.
*(Gehen Sie mit dem Pfeil der Maus auf den Button **ADD** bzw. **Hinzufügen** und klicken Sie bitte die linke Maustaste einmalig.)*
*(Go with the arrow of the mouse on the button **ADD** and click the left mouse key once, please.)*
7. Select the entry *ActiPOINT*tsp.

(Go with the arrow of the mouse on the entry and click the left mouse key once.)

8. Please operate the button **ADD** in this dialog. The dialog shuts automatically.

*(Gehen Sie mit dem Pfeil der Maus auf den Button **ADD** bzw. **Hinzufügen** und klicken Sie bitte die linke Maustaste einmalig.)*

*(Go with the arrow of the mouse on the button **ADD** and click the left mouse key once, please.)*

9. Now the list of all TSP's already announced to the system in the previous still open dialog also carries the new entry *ActiPOINTtsp*. Close all dialogs and windows which were required for the installation. The installation of the TSP is concluded with this step.

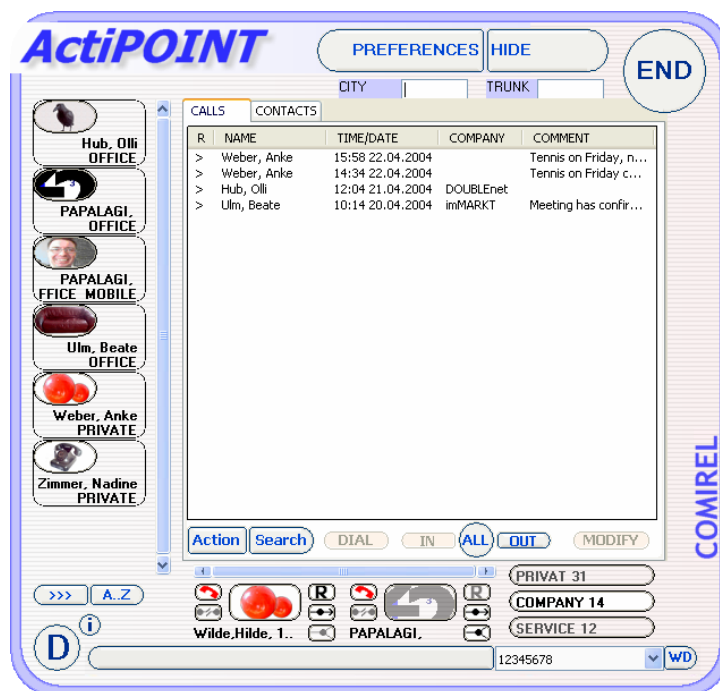
Deinstallation

The deinstallation of the purchase version as well as the Trial version is described in the follower:

1. Click extremely on the left from the Taskbar on the button **start**. It opens the start menu to itself.
2. Windows XP user jump over this point, please. Select the menu point 'settings'.
3. Select the other menu point ,control panel'. It opens a window of the same name to itself.
4. Please, click on ,add or remove programs'. It opens another window to itself.
5. You see a list of the installed programs. Search *ActiPOINT* and click on the right side of the entry on the button **Change/Remove**. There appears another window which gives further instructions to you. Follow these instructions.
6. After a successfully deinstallation of *ActiPOINT* you close both remained windows.

Overview main window

The application *ActiPOINT* is conceived on efficiency. All actions and data to be seen are only a few operating steps far. The information which is to be effected or to be changed rarely is found combined in the dialog ,settings'. After opening *ActiPOINT* the main window appears. If you have already added contacts it appears like following one:



Picture 1: Main window index-card ,CALLS'

The index-card ,CALLS' is to be seen. It indicates a choice of all phone calls come in last. A row of individual buttons is on the left side. These serve the quick dial of numbers. A single click on a button trigger the dial. How the appearance of this row can be changed do you find in the chapter ,settings to the behavior'. The description of further operation of the quick dial row is to find in the chapter 'quick dial'.

In the lower area you see buttons for the management of current calls. On the above picture two calls are shown. At the moment you are speaking with 'Hilde' and the call 'PAPALAGI' is set on hold. He hears a waiting music.

Both calls are controlled by the phone ,COMPANY 14'. On the above picture are available for you the other both phones 'PRIVATE 31' and 'SERVICE 12'.

A special importance comes up to the input fields 'city' and '...' to be found below, which is made clear to you in the chapter 'easy LCR'. The use of these fields saves your money !

In the corner right below the button **MANUAL CHOICE** is found. The button allows to trigger a manual dial by an easy input of the phone number with the help of the keyboard or the mouse.

Super half of the index card ,calls' are three differently formed buttons **SETTINGS** , **HIDE** and **END**. Use the button **END** to close the application. From this time no calls are registered and are saved. The button **SETTINGS** promotes the dialog ,settings'. How to use this dialog is in the chapter ,settings' demonstrated.

,Hide' of ActiPOINT

The button **HIDE** allows to disappear the main window of *ActiPOINT* from the desktop. About a small symbol in the right lower corner of the desktop within the task bar the main window can be brought again to the view. A click on this *ActiPOINT* representing symbol indicates the main window once more. Another click lets the main window disappear again. About the dialog 'settings' an option is to be chosen, which allows *ActiPOINT* to start already hidden during system start.

Basic settings

The basic setting must be carried out to feed *ActiPOINT* on necessary, your person and your phone arrangement concerning data. Moreover you call *ActiPOINT*. If the main window appears, please, click on the button **SETTINGS**. Alternatively you can also go under use of the mouse with the cursor (arrow) on the main window, e.g. on the upper edge and press the right mouse key. A context menu appears carries Among the rest the entry ,SETTINGS'. Lead the cursor with the help of the mouse on this entry and press the left mouse key once. It opens the following window to itself:

The screenshot shows a 'SETTINGS' dialog box with a blue title bar and a close button. It features several tabs: BEHAVIOUR, APPLICATIONS, GUI, PERSON, PBX, PHONE, CAPI, and SERVER. The 'PERSON' tab is selected. The dialog is divided into three main sections: IDENTIFICATION, MODE, and CITY. In the IDENTIFICATION section, there are text input fields for Lastname (Ulm), Firstname (Beate), and Company (imMARKT), along with 'MODIFY' and 'ADD' buttons. The MODE section has two sub-sections: 'Dependent' with a radio button for 'use SERVER', and 'Independent' with radio buttons for 'use TAPI' (which is selected) and 'use CAPI'. The CITY section has text input fields for Country code (49) and Area code (030). At the bottom, there are 'CANCEL', 'Version 1.11.01', and 'OK' buttons. A vertical watermark 'PERSON.....' is visible on the right side of the dialog.

Picture 2: sub window ,SETTINGS', index-card ,PERSON'

In the index-card ,PERSON' you must carry out some personal settings. After all done changes also on the other index-cards you press the button **OK**. If you do not want to take over the done settings use the button **CANCEL**. All following sub chapters refer to the index-card ,PERSON'.

Important hint:



The changes which you have effected are taken over only by a renewed program start. If you want to use the settings immediately finish the program and call it once more.

Feed of personal data for identification (inevitably)

All contacts, also you, are identified by their given name, surname and their company. It is enough to feed at least one of these three informations. Thus, e.g., only the name of a company.

Information of the given name and surname

Beside ,first name' you give in the input field your given name. On the right beside 'surname' please give your surname.
(Go with the cursor of the mouse on the input field being on the right in each case. Press the left mouse key once. Give the desired name with the help of the keyboard.)

Information of the company name

Beside ,company' you give in the input field the name of your company.
(Go with the cursor of the mouse on on the right finding input field. Press the left mouse key once. Give the company name with the help of the keyboard.)

Feed of the operating mode (inevitably)

About the selection of the operating mode you determine the concept of the call management. Your choice is depending on the hard-sided and software-sided defaults and determines the usable telephony functionalities. Three modes of operation stand for the choice: TAPI, CAPI and SERVER.

Operating mode TAPI

Choose the option 'use TAPI" and pay attention to the fact that the option 'use Server' does not be selected. The choice of this mode permits you the use of the maximally functional capacity (besides the operating mode SERVER).

Usually this mode of operation is to be preferred, if a TAPI capable telephone system is available and is intended the installation for a single work place (perhaps two places). Are available to three telephones at the work place.

Operating mode CAPI

Choose the option 'use CAPI' and pay attention to the fact that the option 'use Server' does not be selected. The choice of this mode of operation permits you the use of basic telephony functionality.

Usually this mode of operation is to be preferred, if no PBX is available or it does not support TAPI. Frequently a subsequent activation of CTI capability characteristics is connected with not insignificant costs. These can be gone around, if basic telephony functionalities are sufficient, by the selection of the mode of operation CAPI.

Operating mode SERVER

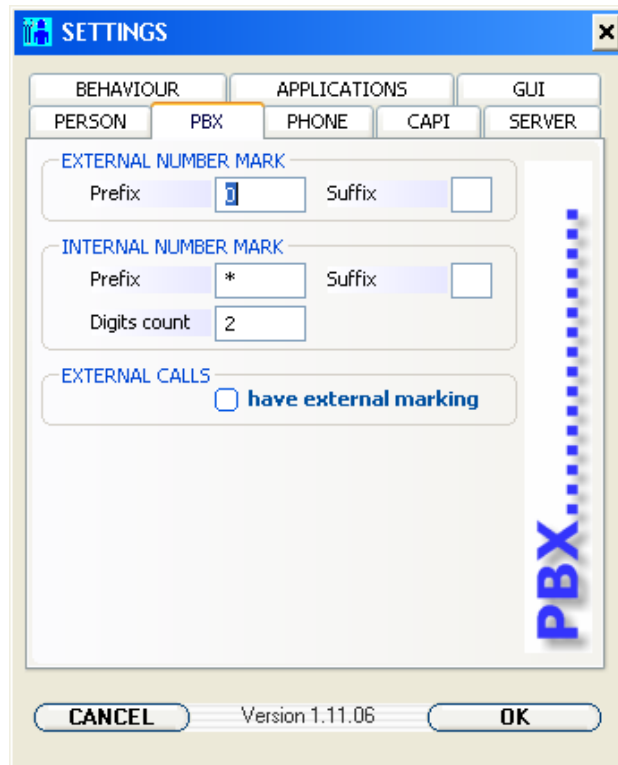
Choose the option ,use server'. The options 'use TAPI' and/or 'use CAPI' are ignored by *ActiPOINT*. Whether the capacity TAPI or the capacity CAPI can be used is specified by the server. Please have a look on the documentation for *ActiPOINTserver*.

This mode of operation is to be selected, if you want to equip several or many work places with CTI supported telephony.

The selection of this mode of operation solely for one place can be meaningful, if in the logged out condition incoming calls should be registered. APS is a system service, which works in the background. Depending on your choice it is started during the boot up of the system.

Settings for the phone arrangement (inevitably)

On the index-card ,PBX' settings which are specifically for your phone arrangement are to be effected. Please take the information of the operating instructions of your phone arrangement.



Picture 3: sub window ,SETTINGS', index-card ,PBX'

In the index-card ,PBX' you must carry out necessary settings with regard to your phone arrangement.

Hint:




These attitudes must be accomplished for the modes of operation TAPI and CAPI. They are not necessary for the mode of operation SERVER.


Input of the dial prefix/suffix for external phone numbers (inevitably)

The prefix as well as the suffix is needed in conjunction with the use of a phone arrangement. If an dial prefix is given, it is placed in front to the phone numbers for outgoing phone calls. An dial suffix is putted last to these phone numbers.

This given dial prefix or suffix marks a number for your phone arrangement as an external number.

Describing references:


 A phone arrangement must be informed during a dial whether it concerns an internal or external phone number. As a rule phone arrangements are so preset that they can directly choose an internal phone number without supplements to be connected with an internal interlocutor. If you want to call up an external participant, you must place in front another figure or mark of the number regularly dialed, e.g. ,8154711'. As a rule it is ,0'. Referring on our example you must dial '08154711' to be connected with an external participant. It has to be one ,0' in the text field beside ,prefix' and the text field ,suffix' remained empty. Whether you must use one ,0' or another figure or mark, take from the operating instructions of your phone arrangement, please.

 Another variant of the above statement of the use of ,prefix' and ,suffix' originates from the feature ,automatic line' of several phone arrangements. If the feature is turned on, no figure or mark must be used for the dial of an external phone number. After our already used example you would dialing ,8154711'. If the above example applies also on your phone arrangement please give the example prefix ,0' under 'prefix'.

Input of the dial prefix/suffix for internal phone numbers (inevitably)

The dial prefix or/and dial suffix marks a number for your phone arrangement as an internal number.

Explaining tips:

 If you want to reach an internal phone connected to the phone arrangement used by you, you must use if necessary a ,prefix' and/or a ,suffix' accordingly of operating instructions of your phone arrangement. A phone arrangement which uses the feature ,automatic line' must be informed that for example the ,38' is an internal phone number. This happens by using a prefix and/or a suffix.

Example 1: The phone arrangement demands placing the mark ,*' in front. You would have to dial ,*38'. Beside ,prefix' you would give a ,*' and the text field beside ,suffix' you would leave empty.

Example 2: The phone arrangement demands appending the mark '# for the dial an internal phone number. You would have to dial '38#'. You would leave the text field beside ,prefix' empty and feed beside ,suffix' a '#.

Option ,External calls have external marking'

If numbers of incoming calls are marked external (e.g. leading 9 or 0), then you have to activate this option. *ActiPOINT* removes the external mark from the number for the identification of callers and further operations.

Example: In the example above a zero is given (the PBX determines the marking). If an incoming phone call from a caller in the same city is signaled by the number 01234567 for example, then you have to select the option above.

Settings for the CTI phones

On the index card 'PHONE' are selected those telephones, which are made available by your PBX for the computer assisted use.

NUMBER	NAME	ALIAS
31	EURACOM Tln. 31	
111	SNOM	SNOM

Picture 4: sub window ,SETTINGS', index-card ,PHONE'

Add a phone (Line)

The TAPI own term Line stands in this connection for a phone. To be able to administer a phone by *ActiPOINT*, it must be announced. Register for this in the area 'IDENTIFICATION' beside number the telephone number suitable to the phone. If desired you assign an alias name to this. This alias name is brought to the view instead of the real phone number. If the mode of operation TAPI is selected it is necessary to assign the suitable Line to the phone number. Choose the desired Line in the choice field beside 'name' in the area 'LINE'. The manufacturer of telephone systems usually give a meaningful name to the Lines.

For the example above an Euracom PBX was available. The phone which belongs to the number '31' has the suitable line name 'EURACOM Tln. 31'. In case you want to control this phone by TAPI, you have to choose this line name in the selection box on the right beside 'Line'. Are supplementing information from the manufacturer available, these are brought to view to you in the field 'info'.

Necessary is the setting of the phone number. Like the example above you must register the ,31'. It was selected 'Private 31' as alias name.

A click on the button **ADD** makes the phone available to *ActiPOINT*. The data appear as a line in the list, which can be found below the button.

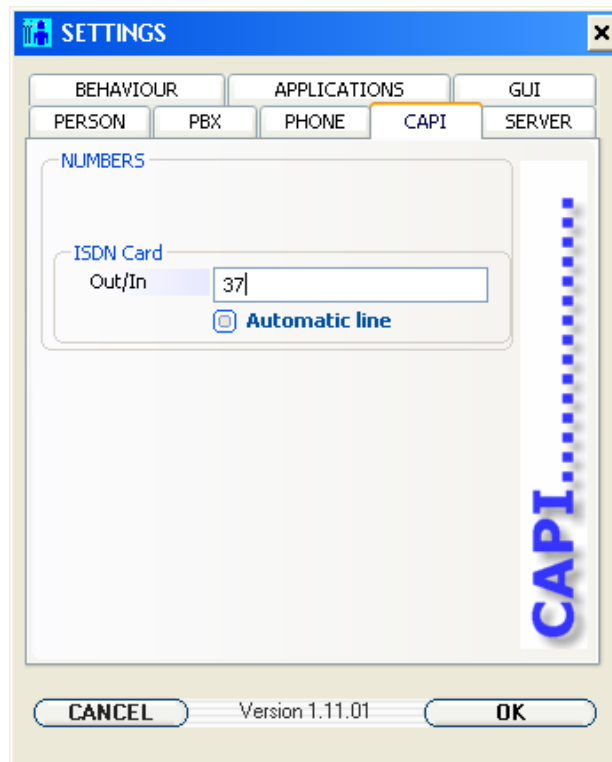
If the line, which you want to add belongs to a VoIP (soft-)phone, then you have to select the option 'is VoIP line'.

Remove a phone (Line)

Choose the phone to be removed in the list below the button **REMOVE**. After operation the button the number is removed and the phone is not available any longer after another start of *ActiPOINT*.

Settings for the operation mode CAPI

On the index-card ,CAPI' settings are to be effected, which are important for the operation mode CAPI.



Picture 5: sub window ,SETTINGS', index-card ,CAPI'

Input of the internal phone number of the ISDN card (inevitably)

In the area ,numbers' you find the sub area ,ISDN card'. In this sub area on the right beside ,out/in' is find the input field which should carry the internal phone number of your ISDN card.


Please, follow the likewise above tips with regard to the internal numbers of your phone arrangement.


(Go with the cursor of the mouse on the right being input field. Press the left mouse key once. Give the phone number with the help of the keyboard.)

Below the input field you can find the selectable option ,automatic line'. This option is important for the user of private exchange.

If you do not use a telephone system, then you should leave this option in the unselected state.

Tips for users of a phone arrangement:

-  Under use of a phone arrangement an internal phone number (mostly two-digit to 5-figure) will give away from the user to every phone or fax. According to the settings of the phone arrangement it can be necessary to reach an internal participant to add a prefix (e.g., '*') or a suffix (e.g., '#') to the phone number. At this point, please give only the original phone numbers without any prefixes and suffixes. If you have to dialing, for example, the following ',51' to reach the phone number 51 within your company, please give ',51' only.

-  The feature ',automatic line' of several phone arrangements, simplifies the dial of an external participant. If the telephone systems was adjusted to 'automatic line' no number or indication must be placed in front or attached to an external number for dialing. Some PBX ',s permit to select the feature ',automatic line' for each telephone separately.

Settings for the operation mode SERVER

In order to be able to connect to *ActiPOINTserver* important network settings have to be done.



Picture 6: sub window ,SETTINGS', index-card ,SERVER'

Input of the server network name

Feed the input field right beside ,name' in the area ,IDENTIFICATION' with the network name of the computer which is running *ActiPOINTserver*. In the case of doubt ask your administrator please.

Input of the server network IP address

In the area ,IDENTIFICATION' on the right side of the fieldname ip-address you have to specify the server network ip-address of the computer which is running *ActiPOINTserver*. In the case of doubt ask your administrator please.

Input of the server network port

Likewise in the area ,IDENTIFICATION' can be found the input field with the identifier 'port'. Enter in this field the port number on which the server must listen. This port was determined using the administration tool of *ActiPOINTserver*. In the case of doubt ask your administrator please.

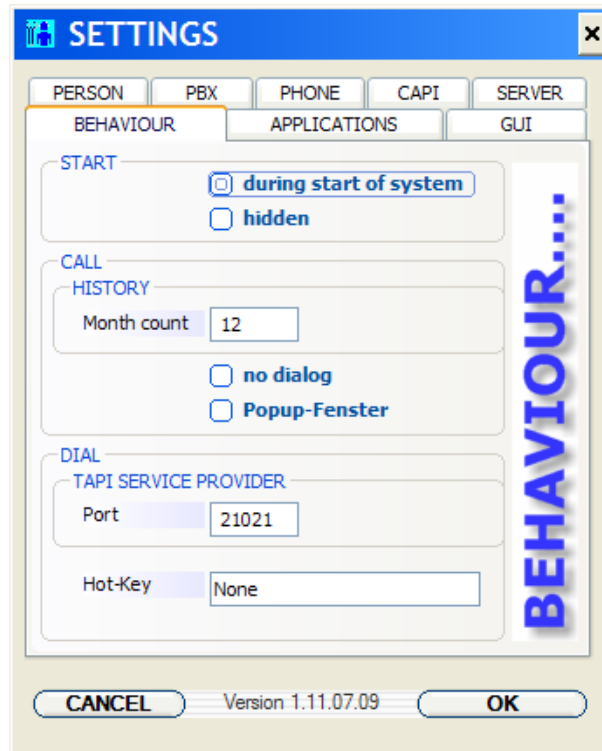
Input of the client network port/s

In the area ,CLIENT' the input field ,ports' is to be found. In this field you have to specify the port/s, which should be used by *ActiPOINT*. The indication consists of a row of ports and port ranges separated by commas. The following exemplary data are possible:

- 24000
- 24000,2500,26001
- 24000,12000-12010,2601

Settings for the behavior (optional)

On the index-card ,BEHAVIOUR' you choose settings to the start behavioral of *ActiPOINT*. You adapt Settings with regard to the phone calls and the dial.



Picture 7: sub window ,SETTINGS', index-card ,BEHAVIOUR'

Start during the system boot up

If you choose this setting beside ,by system start', *ActiPOINT* is starting automatically during the boot up of your computer.

Tip :




Use this setting in conjunction with the setting ,hide application' which is described further below.

Hide Application by the system start

If the option ,hide' is selected, no window appears after the program started. A small symbol is found on behalf in the task bar of the system (as a rule: below on the right side near on the left beside the time announcement).

(Please, lead the cursor of the mouse on the small unfilled square on the left beside ,hide'. Press the left mouse key once to select this option.)

Tips:

-  If you click on the acting symbol in the start strip, the regular program Window of *ActiPOINT* opens. Another click hides it once more.

Number of months of the phone calls to be loaded

In the area ,call' beside ,months count' you can give the number of months of the phone calls which are loaded during every program start from the hard disk. If you need phone call data which are dated more in the past, raise this number. This number has no influence on backup data on the hard disk. All phone calls are saved during the program end on the hard disk.

(Go with the cursor of the mouse on the right being input field. Press the left mouse key. Give the number in months with the help of the keyboard.)

Suppress Phone call dialog

In the area ,call' the option ,suppress dialog' can be chosen. After choice of this option no coming in or going out phone call is brought you to the knowledge by a dialog. In spite of that the phone calls are saved of course.

(Please, lead the cursor of the mouse on the small unfilled square on the left beside ,suppress dialog'. Press the left mouse key once to select this option. The small square will be filled.)

Option popup window

Selecting this option causes in conjunction with a call to display a 'ballon' popup window near the system tray. If the current phone call can be associated with a contact in the groupwares or *ActiPOINT*, then the popup window shows you contact informations like name and company name.



Picture 8: Call popup window

Input of the port number of the Tapi Service Provider TSP

In the sub area ,Tapi Service Provider' of the area ,dial' is to be set the port beside ,port' used by the TSP. A TSP is a separate program part and allows to you to initiate a dial also from other applications using *ActiPOINT*. Moreover the TSP made available by *ActiPOINT* is to be brought to knowledge to the application. How this is to be managed, please, take from the documentation of the application.

Before the *ActiPOINT* TSP is to be brought the operating system to knowledge also. This process becomes discussed in the separate chapter , installation of the TSP' of this documentation.

The TSP takes up contact with *ActiPOINT* using the protocol TCP/IP. For this you have to give only the port, because the TSP does not function beyond computer borders.

In the case of doubt, please, leave the pre-settings. Changes in the port number must be carried out only in case of a conflict with another application using TCP/IP.

(Go with the cursor of the mouse on the right being input field. Press the left mouse key. Give the port number with the help of the keyboard.)

Input of the ,Hot-Key' key combination

Using the Hot-Key' dial you can release from other applications a dial, even if these applications do not have the possibility to integrate a TSP. The following example described the use of the ,Hot-Key' dial.

You look on the Internet for a plumber. The found plumber announces his phone number on his Internet page. You immediately would like to call him. You mark the desired phone number on the Internet page with the help of the mouse and call the standard context menu by pressing the right mouse key. Select now the entry ,copy'. Then you type in your chosen ,Hot-Key' combination and the telephone call will be initiated by *ActiPOINT*.

(Go with the cursor of the mouse on the input field being on the right. Press the left mouse key once. Type the desired key combination.)

Settings for application-extensions (optional)

On the index-card ,APPLICATIONS' you select optional extensions to be used. These extensions are dynamically bound to *ActiPOINT* and extend its functionality.

A uniform procedure is offered to carry out the settings for the different extensions.

Furthermore can be carried out on this index-card application-extensions own actions.



Picture 9: sub window ,SETTINGS', index card ,APPLICATIONS'

Specific settings of application-extensions

First, select in the area ,SETTINGS' of the index-cards ,APPLICATIONS' on the right beside ,application' an application-module.

(The choice occurs, while you use the down pointing arrow on the right beside the text field for ,application'. Position the cursor of the mouse on this arrow and press the left mouse once. The text field automatically extends its size and indicates a list of the available application-modules. Please, go with the cursor of the mouse on the name of the desired application-module and click once the left mouse key. Now the name is shown inverted. Therefore you have selected this.)

Mark now the application-extension chosen by you to the use, while you select the option ‚use application’.

(Please, lead the cursor of the mouse on the small unfilled square on the left beside ‚use application’. Press the left mouse key once to select this option. The small square will be filled.)

Tip:



Farther specific application settings can be carried out after ending and a renewed start of *ActiPOINT*.

About the button **>>> DIALOG** you reach the application-extensions own setting-dialog, if this is made available by the application-extension. You find further instructions in the complementary documentation of the application-extension.

Specific actions of application-extensions

To release one, from an application-extension made available action, select first in the area ‚ACTION’ of the index card ‚APPLICATIONS’ on the right beside ‚application’ an application-extension.

(The choice occurs, while you use the down pointing arrow on the right beside the text field for ‚application’. Position the cursor of the mouse on this arrow and press the left mouse once. The text field automatically extends its size and indicates a list of the available application-modules. Please, go with the cursor of the mouse on the name of the desired application-module and click once the left mouse key. Now the name is shown inverted. Therefore you have selected this.)

Tip:



Only the extensions stand for the choice which specific actions make available.

About the button **>>> DIALOG** you reach the application-extensions own action dialog, if this is made available by the application-extension.

You find farther instructions in the complementary documentation of the application-extension.

Settings for the surface / for the appearance

On the index card ,GUI' select you attitudes which affect the appearance of *ActiPOINT*.



Picture 10: sub window ,SETTINGS', index card ,GUI'

Choice of an alternative surface

ActiPOINT permits you to modify the appearance of the application by the choice of predefined surfaces or self constructed surfaces. The whole appearance *ActiPOINT* is determined almost by a XML file. An easy text or XML editor are enough to change the appearance of *ActiPOINT* radically. Select an available surface in the field ,theme'.

(To make your choice use the opposite arrows on the right outside beside the text field for ,theme'. Position the cursor of the mouse about one of the arrows and press the left mouse key once to move either forward or backward in the list of the alternative surfaces. If the name of the desired surface appears in the text field ,theme', please, go with the arrow of the mouse on the named entry of the surface and press the left mouse key once. Now the name of the surface is shown inverted. Therefore you have selected this.)

Hint :



Provide your own surface, while you vary an available one. For this initial knowledge in XML is demanded of you. In the installation directory you find the directory named ,Themes'. In this directory there are further directories with the names of the alternative surfaces. If you have selected the surface ,DEU_STANDARD_00', you find a directory of the same name. You find In this directory a XML file ,DEU_STANDARD_00.XML'.

To provide simply an own surface, copy, e.g., the directory ,DEU_STANDARD_00' and give it another name, e.g. ,YOUR_THEME'. You change in the new directory and rename the XML file to be found there in ,YOUR_THEME.XML'. All images which you need for your draft must lie in this directory ,YOUR_THEME'. Open ,YOUR_THEME.XML' with an XML editor or text editor and change the appearance of *ActiPOINT*. The parameters to be found in the XML file are mainly selfexplicatory by its names.

Choose the style of the quick dial buttons row

In the sub area 'quick dial' of the area ,dial' you have to state your favored style for the buttons of the quick dial buttons row beside ,style'. Depending on whether you want to have many buttons in view at the same time or for you are enough a few you choose a suitable style.

If you want to be offered more buttons than about preset style, you must renounce information like the picture or the number category.

Also for in their vision limited persons there are styles with big writing to choice.

(To make your choice use the opposite arrows on the right outside beside the text field for ,style'. Position the cursor of the mouse about one of the arrows and press the left mouse key once to move either forward or backward in the list of the alternative button styles. If the name of the desired style appears in the text field ,style', please, go with the arrow of the mouse on the named entry and press the left mouse key once. Now the name of the entry is shown inverted. Therefore you have selected this.)

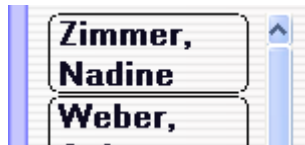
Examples of alternative styles:



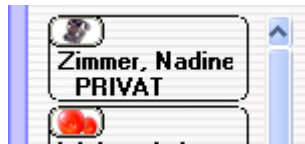
NO_IMAGES_SMALL_BLUE



Default setting if no style is selected



NOIMG_NOCAT_TXT_BIG



IMAGE_SMALL

Add own pictures (optional)

ActiPOINT offers to the better recognition of a contact the possibility to assign a phone number a picture or symbol. By default you have the small choice in predefined pictures.

To combine a contact with his portrait, *ActiPOINT* makes available a simple method to extend the contained picture trunk with your own pictures.

Wish to integrate an own, personal picture or symbol, you need an image in the .bmp format. This should own the graphic resolution of 100 pixels * 52 pixels, or have a similar resolution with the same side relation. Go forward gradually as follows:

1. Copy the image in your personal user's directory. If your Login name is Anke, you would find your user's directory under the path 'c:\Documents and Preferences\Anke'.

(Instead of the drive letter c: used here, can in another computer, e.g., e: are used. This drive letter stand for the installation disk drive partition of your operating system (e.g., Windows XP). You can ascertain the installation disk drive letter of your operating system, while you look for the directory \Windows or \Winnt.)

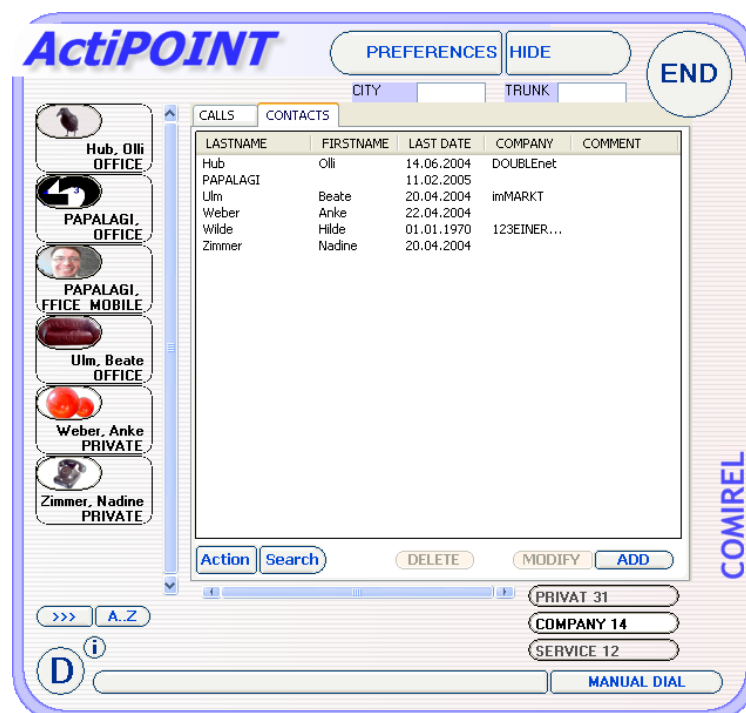
Alternatively you can copy your picture file also in the directory \Images. This is to be found within the installation directory of *ActiPOINT*. Nevertheless, in contrast to the above example these pictures are available for all users of the system.

2. Rename your picture file. Give it one name which is beginning with the *ActiPOINT* program name 'ActiPOINT' and is concluded by maximum 11 letters of your choice.
3. To use your picture, give in the input field of the contact dialog only the maximum 11 letters you have chosen.

Management of contacts

ActiPOINT offers a comprehensive overview about the telephone communication with your contacts. Phone calls are automatically assigned to your contacts. You can also see afterwards and far handing back the arrangements with e.g. your plumber.

The concept Contacts summarizes friends, acquaintances and colleagues etc. To handle effective with *ActiPOINT*, you should put on at least your most important friends, acquaintances and colleagues or also your craftsmen, suppliers and customers as a contact in *ActiPOINT*.



Picture 11: Main window, index card ,CONTACTS'

In the screenshot above you see on the index card ,CONTACTS' all contacts in list representation. It offers below the list representation the buttons **DELETE**, **MODIFY** and **ADD**. These buttons serve the management of contacts. How you do information to your contacts, add them or also remove them you find in the following chapters.

Add a contact

Adding a new contact is initiated using the button **ADD** on the index card 'CONTACT'. Press this button and the following dialog appears:



NUMBER	CATEGORY
4322189	PRIVAT

IDENTIFICATION

LastName **Weber**

FirstName **Anke**

Company

DIAL

Enable Fast-Dial

Image

NUMBER

Number

Category

APPLICATIONS ACTIONS

CALL

D	DATE/TIME	CATEGORY	COMMENT
>	22.04.2004 15:58	PRIVAT	Tennis on Friday, nevertheless...
>	22.04.2004 14:34	PRIVAT	Tennis on Friday canceled

Picture 12: Dialog 'CONTACT' (without details)

Also all contacts are identified by their given name, surname and their company. On this occasion, it is enough to do at least one of these three information. Thus, e.g., only the name your company.

Input of the given name and surname

Beside 'given name' you give in the input field the given name of your contact. On the right beside surname, please give the contact surname. *(Go with the cursor of the mouse on the right finding input field. Press the left mouse key once. Give the desired name with the help of the keyboard.)*

Input of the company name

Beside ,company' you give in the input field the name of the company.
(Go with the cursor of the mouse on the right finding input field. Press the left mouse key once. Give the desired name with the help of the keyboard.)

Add a phone number

To assign coming in phone calls of a contact to his contact data, you must add at least one phone number of the contact.
After you have effected all accompanying information to the phone number, please use the Button **ADD** in the area ,NUMBER' below the text field for the phone numbers-category.

Tip :



The new information is taken over permanently when you use the button >> **ADD** or >> **MODIFY** which is to be found in the right middle of the dialog ,CONTACT'. This method allows you, to carry out only all inputs and possible corrections, before they are taken over finally.

Input of the number

In the area ,NUMBER' you give in the input field on the right beside ,number' the phone number of your contact. Should your contact to be found in the same city or region like you and you have given your area code in the settings, please, leave out the local prefix for your contact. If your contact resides in another place, please, give the phone number with the entire local prefix.

(Go with the cursor of the mouse on the right beside ,number' finding input field. Press the left mouse key once. Give the desired number with the help of the keyboard.)

Choice of a number category

Please, assign to the phone number a suitable category. Below ,number' you find the name ,category'. Select on the right of it one of the following categories:

OFFICE	The phone numbers which are planned for the business communication. Company numbers
PRIVATE	The phone numbers which are used exclusively in the private area.
OFFICE_MOBILE	Mobile-phone numbers or also car-phone numbers which are used in the business communication.
PRIVATE_MOBILE	Exclusively privately used mobile numbers are to be provided with this category.
OFFICE_FAX	See OFFICE ! - limits, indeed, to fax communication
PRIVATE_FAX	See PRIVAT ! - limits, indeed, to fax communication
OFFICE_VoIP	Numbers reserved for the communication over VoIP (<u>V</u> oice <u>o</u> ver <u>I</u> nternet <u>P</u> rotocol) in the business dealings.
PRIVATE_VoIP	VoIP numbers for the private use get this category.
UNSPECIFIED	It should not be given away. If at all a phone number should be assigned to one of the other possible categories

(The choice occurs, while you use the down pointing arrow on the right beside the text field for ,category'. Position the cursor of the mouse on this arrow and press the left mouse once. The text field automatically extends its size and indicates a list of the available categories. Please, go with the cursor of the mouse on the name of the desired number category and click once the left mouse key. Now the name is shown inverted. Therefore you have selected this.)

Hint :



The numbers which are categorized as OFFICE_VoIP or PRIVATE_VoIP, do not become dialed. These categories were introduced to the use of potentially coming application-extensions.

Choice of a picture

You have the possibility to assign a precast picture or symbol contained in *ActiPOINT* to every contact. Alternatively you can also integrate your own or foreign pictures. An own chapter intends the documentation for this integration.

In the field on the left beside ,image' you can give a picture representing number or a name of a picture integrated by you.

In the following some examples of the pictures contained in *ActiPOINT* and its representing numbers:

10



2



7



(Go with the cursor of the mouse on the right beside ,image' finding input field. Press the left mouse once. Give the desired number or name with the help of the keyboard.)

Activate Quick dial

If you want in future to use the quick dial for this number choose the option ,quick dial'. If you selected this option the chosen number representing picture is found in the quick dial row on the main window.

(Please, lead the cursor of the mouse on the small unfilled square on the left beside ,quick dial'. Press the left mouse key unique to select this option. There appears a small filled square.)

Activate Number

In the area ,number' you find the option ,number is active' at disposal. As a rule this option should be selected. If you want to add a number, nevertheless, only to the view to the contact without *ActiPOINT* reacts later to this number, this option may not be selected.

(Please, lead the cursor of the mouse on the small unfilled square on the left beside ,number is active'. Press the left mouse key once to select this option. There appears a small filled square. Another activity takes back the choice.)

Change of the attributes of a phone number

To change the category or/and other attributes of an already available phone number, please, select this number in that phone numbers-list to be found on the dialog "CONTACT" on top to the left.

Go forward basically like under the chapter ,Add a phone number'.

Delete a phone number

Please, select the phone number planned for the deletion in the numbers-list to be found on the dialog "CONTACT" on top to the left. Operate the button **>DELETE<**.

Tip :



The change is taken over permanently when you use the button **>> ADD** or **>> MODIFY**, which is to be found in the right middle of the dialog ,CONTACT'.

Input of a note

The input field below ,note' permits you to give the contact concerning information. You can type in here, e.g., the characteristics, the hobbies and maybe the birthday of the contact.

(Go with the cursor of the mouse on this below finding input field ,note'. Press the left mouse key once within the input field. Give the desired note with the help of the keyboard.)

See the tip of the chapter ,Delete a phone number'.

Dial from the contact dialog

Please, select the desired phone number in the numbers-list to be found on the dialog "CONTACT" on top to the left. In the area ,DIAL' of the contact dialog you find either an empty rounded frame or one which is filled with the phone number representing picture. On the left of this frame is found the 90 degrees rotated inscription ,DIAL'. Click on the empty frame or on the picture and *ActiPOINT* initiate the dial out of the selected phone number.

Input of the detail data of a contact

If you use the vertical button **DETAILS>>>** on the right side of the dialog ,contact' then you receive access to the detailed data of a contact. Press this button and the dialog extends its size as follows:

Picture 13: Dialog "CONTACT" (with details)

Tip :

The change is taken over permanently when you use the button **>> ADD** or **>> MODIFY**, which is to be found in the right middle of the dialog ,CONTACT'.

Input of the salutation

Beside ,salutation' you give the freely eligible salutation suitable for this contact.

(Go with the cursor of the mouse on the right beside ,salutation' finding input field. Press the left mouse key once. Give the desired salutation with the help of the keyboard. Or you use the down pointing arrow on the right beside the text field for ,salutation'. Position the cursor of the mouse on this arrow and press the left mouse once. The text field automatically

extends its size and indicates a list of the available entries. Choose one, please.)

Information of the profession

Beside ,profession' you give the profession of the contact. The job title is freely eligible.

(Go with the cursor of the mouse on the right finding input field. Press the left mouse key once. Give the desired name with the help of the keyboard.)

Add email addresses

Below ,EMAIL' of the area ,EMAIL addresses' you give the email address desired by you. After you pushed the key Return the new email address of has been added to the addresses list. The addresses list is shown if you press the down pointing arrow on the right beside.

Delete email addresses

Select below ,EMAIL' the email address to be deleted. Next one you use the button **DELETE** which is to be found directly super half of the input field. Now the email address is deleted permanently.

(The choice occurs, while you use the down pointing arrow on the right beside the text field for ,EMail'. Position the cursor of the mouse on this arrow and press the left mouse once. The text field automatically extends its size and indicates a list of the available addresses. Please, go with the cursor of the mouse on the desired entry and click once the left mouse key. Now the name is shown inverted. Therefore you have selected this.)

Add web sites

Below ,URL' of the area ,web sites' you give the URL of the site desired by you. After you pressed the key Return the new web site has been added to the sites list. The list is shown if you press the down pointing arrow on the right beside.

Löschen von Web-Seiten

Select below ,URL' the web site to be deleted. Next one you use the button **DELETE** which is to be found directly super half of the input field. Now the web site is deleted permanently.

(The choice occurs, while you use the down pointing arrow on the right beside the text field for ,URL'. Position the cursor of the mouse on this arrow and press the left mouse once. The text field automatically extends its size and indicates a list of the available sites. Please, go with the cursor

of the mouse on the desired entry and click once the left mouse key. Now the name is shown inverted. Therefore you have selected this.)

Add addresses

In the area ,addresses' is found on top the field ,category'. Choose an address category from this address list to add or to change. Every category corresponds to an address. The following categories and with it also addresses are available to you:

OFFICE	Company address of the contact. At least an address which is planned for the business communication.
PRIVAT	Privately address of the contact.
DIVERSE	An alternative address which can be described, e.g., in the note to the address

After the choice of the category appears, if available, the information done for this address in the other input fields of the area ,addresses'.

(The choice occurs, while you use the down pointing arrow on the right beside the text field for ,category'. Position the cursor of the mouse on this arrow and press the left mouse button once. The text field automatically extends its size and indicates a list of the available categories. Please, go with the cursor of the mouse on the desired entry and click once the left mouse key. Now the name is shown inverted. Therefore you have selected this category.)

Modify or add information to the city, street and land. Provide the address by wish with a note.

Delete a contact

Delete a contact using the main window

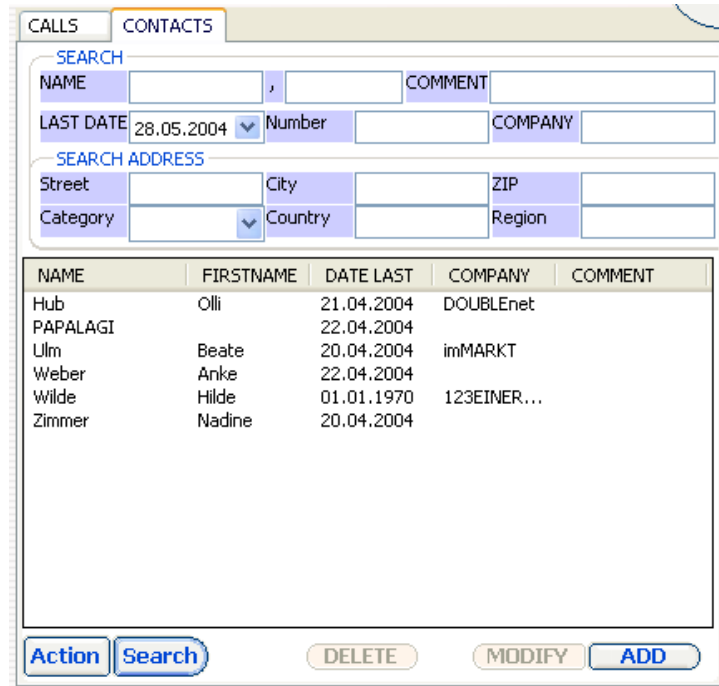
In the main window you see on the index card index ,CONTACT' all contacts in list representation. Below the list representation is to find the button **DELETE**. Mark a contact in the list representation and use this button.

Delete a contact using the contact dialog

In the middle of the contact dialog the button **DELETE <** is found. Use this button for the permanently deletion of the actually contact.

Search for contacts

In the main window you see on the index card ,CONTACT' all contacts in list representation. Below the list representation is the button **SEARCH** to find. After push this button the index card changes as follows:



NAME	FIRSTNAME	DATE LAST	COMPANY	COMMENT
Hub	Olli	21.04.2004	DOUBLEnet	
PAPALAGI		22.04.2004		
Ulm	Beate	20.04.2004	imMARKT	
Weber	Anke	22.04.2004		
Wilde	Hilde	01.01.1970	123EINER...	
Zimmer	Nadine	20.04.2004		

Picture 14: Main window cutting , index card ,CONTACTS', search

The contact list becomes shorter and it appear input fields which serve the search in the contact list. The result of the search appears as a filtered choice in the contact list. All not emptied fields are taken into consideration for the filtering. The most manifold filter combinations can be formed.

Give parts of a sentence, word or a number in the suitable field. All contacts which own this part in spite of his position are indicated. As an example we look for the contacts which own the word part ,en' in the surname. The following contacts with their surnames would shall be still to found in the list: ,Chicken', 'Wenner', etc. contacts with the surname ,Enigma' would not shall be found in the list, because the filtering follows capitalization and use of small letters.

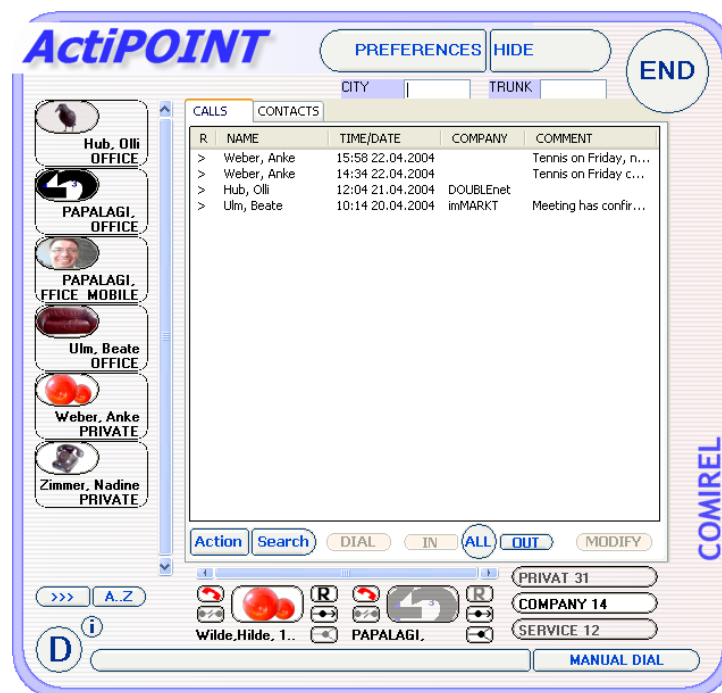
The majority of the above fields owns the same name as the column headings of the contact list. These explain themselves and are not described closer.

The field with the name ,number' serves finding a suitable contact by number. All numbers of a contact are taken into consideration.

About the area ,search address' all contacts which own the given address parts are to be shown. Contacts which have no address entry are not taken into consideration.

Management of past phone calls

To attain an overview of all past phone calls it serves a list representation on the index card ,phone calls' of the main window of *ActiPOINT*. About the buttons **IN**, **OUT** and **ALL** to be found below the list representation the list of the contacts can be limited only to the come in or gone out phone calls. A click on the button **ALL** cancels the chosen restrictions.



Picture 15: Main window, index card ,CALLS'

View of a past phone call

To get the data of a past phone call, you have on the main window two possibilities.

Choose in the list view of the index card ,CALLS' a desired phone call entry. Use the button **MODIFY** to bring the suitable phone call dialog to the announcement.

(Go with the cursor of the mouse on the desired phone call representing line in the list representation and press once the left mouse key. The line becomes completely colored. Herewith you have selected them. Go with the cursor on the button **MODIFY** which is to be found below on the right and push it.)

As a quick alternative you have the possibility to receive the suitable phone call dialog by a double click on the desired line.

(Go with the cursor of the mouse on the desired phone call representing line in the list representation and click fast left mouse key twice.)


In both it cases appears the following dialog:

Picture 16: CALL dialog (incoming phone call)

In any case, the dialog will hold the date and the time of an incoming phone call. If the calling party has not transmitted its own phone number no contact can be assigned to that call. The fields ,number' and ,category', as well as the fields ,surname', 'given name' and, 'company' are not filled. These data, if you are known to them afterwards, can be complemented by you.

As a rule the field ,number' shows the phone number of the calling. If no suitable contact with this phone number could be found, you can complement the entire name and company about the above dialog.

Tipp :

-  If you left the phone call dialog using the button **OK**, all supplements done by you are taken over. If you want to leave the information of the dialog in its original form, finish the phone call dialog with **CANCEL**.

Explanations of application actions are found in a separate chapter of this documentation.

Subsequent addition with a note

Special attention should be dedicated to the note of a phone call. About them conversation contents as for example arrangements with craftsmen, customers etc. can be held on.

Complement the note below ,note' at least in brief outlines with the conversation contents.

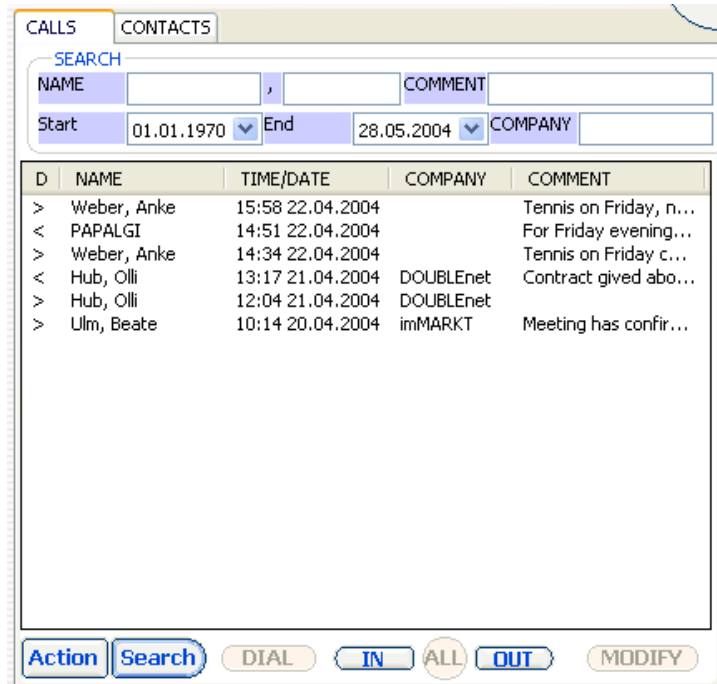
Dial from the phone call dialog

If the caller has transferred his number and is available therefore in the phone call dialog, you can dial it only with a click.

In the left upper corner of the phone call dialog you find either an empty rounded frame or one with a picture. On the left of this frame you found the 90 degrees rotated inscription ,DIAL'. Click on the empty frame or on the picture and *ActiPOINT* initiate an outgoing call immediately.

Search for phone calls

In the main window you see on the index card ,CALLS' all calls in list representation. Below the list representation is the button **SEARCH** to find. After push this button the index card changes as follows:



Picture 17: main window, index card ,CALLS', search

The call list becomes shorter and it appear input fields which serve the search in the call list. The result of the search appears as a filtered choice in the list. All not emptied fields are taken into consideration for the filtering. The most manifold filter combinations can be formed.

Give parts of a sentence, word or a number in the suitable field. All calls which own this part in spite of his position are indicated. As an example we look for the calls which own the word part ,en' in the surname. The following contacts with their surnames would shall be still to found in the list: ,Chicken', 'Wenner', etc. Calls with the surname ,Enigma' would not shall be found in the list, because the filtering follows capitalization and use of small letters.

The majority of the above fields owns the same name as the column headings of the call list. These explain themselves and are not described closer.

The fields ,start' and ,end' earn a closer description. These fields outline to a day a period. As an example you are looking for a phone call between the

beginning till the middle of September of the last year. Select on the right beside ,start' the first September of the last year and for the field ,end' a date in the middle of September of the last year. Exclusively the phone calls which were led in this period are taken into consideration. To chance to find the desired phone call rises clearly.

Dial using *ActiPOINT*

Run of the dial

If a dial was initiated after the methods explained closer below, the phone which you had determined in the settings as your CTI phone rings at first. As soon as you take up the receiver, the desired participation is called and is connected with your CTI phone. All farther behaves like a regularly dialed telephone call.

Tip :

- One or other phone arrangement delivers to you after you took up the receiver usual call sign, but plays to you an internal waiting music or a 'request to hold' announcement. This is no false function. If the called takes up the receiver, you can speak with him immediately.

ActiPOINT offers an extensive potpourri of possibilities to begin a phone call. All methods is own that the following dialog appears:

The screenshot shows a software dialog box for making a call. At the top, there are buttons for 'CANCEL' and 'END', and a title bar that says 'CALL >>>>'. The dialog is organized into several sections:

- DIAL:** Contains a small image of a bird.
- IDENTIFICATION:** A table with fields for 'LastName' (Hub), 'FirstName' (Olli), 'Company' (DOUBLEnet), and 'Number' (01224893232).
- CALL:** A table with fields for 'Date' (21.04.2004) and 'Time' (13:17:01).
- Comment:** A text area containing the text 'Contract gived about in house communication training'.
- APPLICATIONS ACTIONS:** A section with a dropdown menu and a text input field.

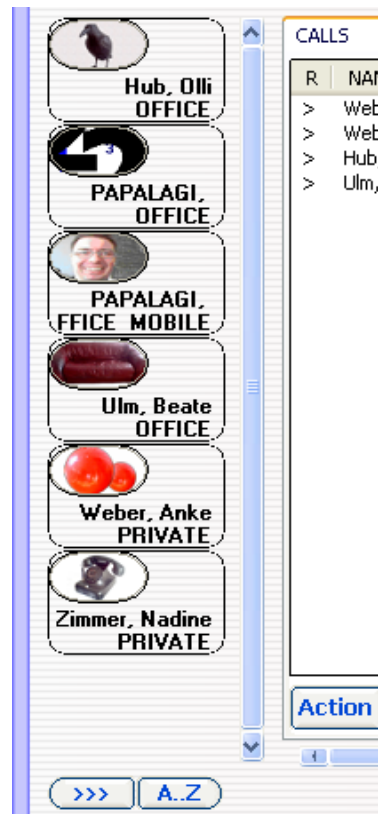
On the right side of the dialog, there is a vertical label 'CALL' with several upward-pointing arrow icons.

Picture 18: CALL dialog (outgoing phone call)

This dialog does not differ substantially from the version of the dialog for incoming phone calls and thus it is not described here closer.

Quick dial

In the main window a vertical row is found on the left side with individual buttons. Each of them represents a for the quick dial admitted phone number.



Picture 19: Quick dial row (main window cutting)

How you can select a phone number for the use in the quick dial, gets suggested to you in the chapter 'management of contacts'.

From the start the quick dial row is sorted down according to decreasing call frequency. On top you find the button with the phone number which you have used more than all other. This order can turn around by pushing the button >>> or <<<.

Wish you an alphabetical sorted quick dial row you can change this by pushing button A..Z or Z..A. The row is sorted according to the entire name of the contact as well as according to the company.

To initiate a telephone call, please click on the desired button from the quick dial row.

Dial from the phone call list

As in the picture „main window, index card ,CALLS’ “ to be seen below the phone call list lays the button **DIAL**. To begin a telephone call from the phone call list, please, select an entry and use the button **DIAL**. The dialog for outgoing phone calls immediately appears and the dial is initiated

Dial from the phone call dialog

If the caller delivers his number with the call and is available therefore in the phone call dialog you can dial the number with a click. In the left upper corner of the phone call dialog you find either an empty rounded frame or one with a picture. On the left of this frame you found the 90 degrees rotated inscription ,DIAL’. Click on the empty frame or on the picture and *ActiPOINT* initiate an outgoing call immediately.

Dial from the contact dialog

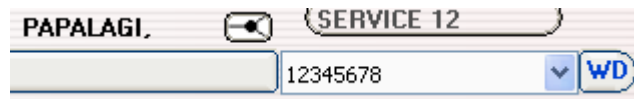
Please call the contact dialog of the desired interlocutor. Select the desired phone number in the numbers-list to be found on the dialog "CONTACT" on top to the left. In the area ,DIAL’ of the contact dialog you find either an empty rounded frame or one which is filled with the phone number representing picture. On the left of this frame is found the 90 degrees rotated inscription ,DIAL’. Click on the empty frame or on the picture and *ActiPOINT* initiate the dial out of the selected phone number.

Dial manually

If you want to initiate a phone call spontaneously because e.g. the number is known to you or still no suitable contact could be found in *ActiPOINT* you can do this in the main window.

Manual Dial using the dial history


On the main dialog exist in the downer right corner an input field near the button **DD**. On the right side of the input field you find a button with an arrow which aims downward:



Picture 20: Dialog ,MANUAL DIAL'

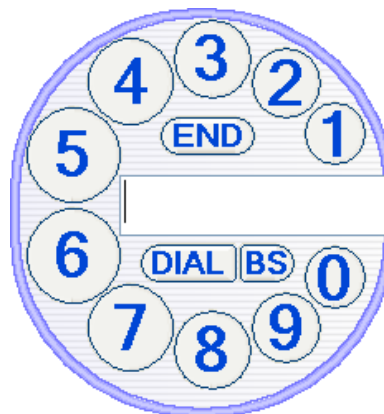
If you click onto this arrow, than the input field extends to a list of the past, dialed numbers. If you choose one of the rows, than the appropriate number is dialed immediately.

Tip :

-  You can enter an new phone number din the input field directly by keyboard. The enter key initiates the phone call.

Manual Dial using the Dialog 'Manual Dial'


There you can find the button **DD** in the right lower corner. Press it once and the following independent dialog appears:



Picture 21: Dialog ,MANUAL DIAL'

Type the phone number within the input field or use alternatively the figures buttons. Use the button **DIAL** and the dial is immediately initiated by *ActiPOINT*.


Tip :

-  Position the dialog ,MANUAL DIAL' permanently on your desktop. A spontaneous telephone call can be initiated fast even if *ActiPOINT* is in the hidden state.

Hot-Key dial

Using the 'Hot-Key' dial you can initiate a dial by other applications, even if these applications do not have the possibility to integrate a TSP. You mark with the help of the mouse in the other application the desired phone number and call by pressing the right mouse key the standard context menu. Select now ,copy'. Then you type in the chosen key combination and the telephone call is initiated by *ActiPOINT*.

Tip :



-  Use this option for e.g. your Internet searches. You have found a 'call a pizza' shop. Mark the phone number in your browser and dial using the ,Hot-Key'.




Call management

According to your choice of the mode of operation extensive functionalities in dealing with calls are made available to you or only basis telephony functions.

Call management using the operation mode TAPI

The mode of operation TAPI makes available the biggest portfolio in capability characteristics to you. In the following these functions are treated closer.

Call initiation	Make a call
Call termination 	Hang up a call
Hold a line 	Hold a telephone call without direct connection with the discussion partner. This function allows to build up another phone call (consultation call) without

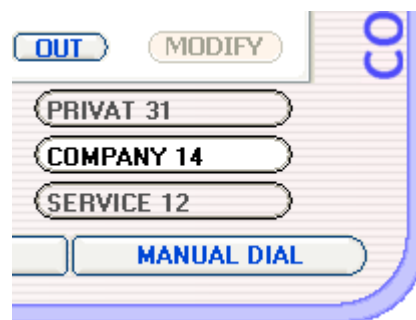
	quitting the preceding one.
Line toggling	Stands for the functionality to toggle between calls.
Redirection 	A coming in call is redirected on an exiting call or on a phone call to be built up, without getting in contact with the discussion partner of the incoming call.
Forwarding 	Designates the possibility to pass an existing telephone connection in which you have already contact to the discussion participant to another existing call or to a phone call to be build up.
Third-Party-Conference 	A Third-Party-Conference allows you to establish contact not only to one discussion participant but to two participants simultaneously. Three discussion partners can speak at the same time with each other.

Call initiation

The call initiation follows methods like in the chapter ‚Dial using ActiPOINT’ described. In principle there are no differences in the initiation of calls regarding the selected mode of operation.

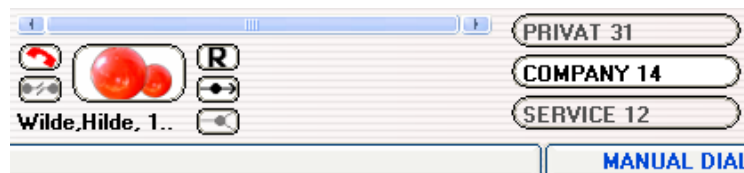
In all modes of operation you have the possibility to manage several phones. Before you begin a call, you must have selected the telephone, over which you get in contact with the desired interlocutor.

E.g. in illustration 14 ‚Main window cutting ‚phone/line list’ to see, in the documentation example you have the possibility of selecting three phones:





Picture 22: Main window cutting ‚phone/line list’


After above example the telephones are available: ‚PRIVATE 31’ , ‚COMPANY 14’ and ‚SERVICE 12’. The installation of the telephones and the specification of their alias names took place in the settings on the index card ‚phone’. At the moment the telephone with the alias ‚COMPANY 14’ is selected. All calls to be built up by you would use this telephone. To chose another phone for outgoing calls, please operate the suitable button provided with the desired alias name. After the initiation of a call a representing button group is shown on the left beside the ‚phone/line list’.:




Picture 23: Main window cutting ‚call row’ and ‚phone/line list’

After above example a connection with the interlocutor ‚Hilde Wilde’ exists. You could influence the call state, by going into Hold **R** or to forward the discussion on another discussion partner . Of course you can quit the call using  any time.

Hold a line

Using the button  you can put a current call on hold. The call is held by your phone system or your TAPI capable phone without the possibility to speak with the discussion partner any more. The former interlocutor gets a waiting music or an announcement to hold the line.




A call is visibly set on hold, if the large picture/symbol button in the center and the button  becomes translucent.

This function allows you to build up another, second (third, fourth,..) call, in order to go into consultation with a further interlocutor. After you got e.g. the desired information you can change to one of the first call/s which state is hold.



Click on the middle picture/symbol button in order to put the call on hold in the active state.

Give your e.g. attained information to this discussion partner. The before active call is put automatically to hold, if you did not terminate these before.

Or you forward one of the calls in the hold state to the active call using the button . Both interlocutors are connected with each other and the connection to you is broken.

Line toggling

This term designates the possibility of changing between several telephone calls on hold. You are connected to the selected interlocutor. Before you have built up several calls.

Have you an active call and initiate meanwhile a new call, your former call is put on hold. You can speak with the interlocutor of the new call. If you did this several times one behind the other, there are several telephone calls on hold and one is in the active state. In the following example one call is active and a further one is set on hold:



Picture 24: 'call row': one active call, one call on hold

The active connection exists to 'Hilde Wilde' and the connection to 'PAPALAGI' is in the state on hold. One click onto the button




and the connection to 'PAPALAGI' becomes active.



The connection 'Hilde Wilde' sets thereupon on hold. Mrs Wilde hears a waiting music or an announcement to hold the line. Please read also above sub chapter 'Hold a line'


Hint :

-  Which picture or symbol these button carries, depends on the attitudes to the telephone number, made by you.


Redirection

The feature redirection enables you to redirect an incoming call to an existing phone call or to another phone destination.

Redirection on an existing connection


If an active phone connection exists to a interlocutor and a incoming call is signaled, you can redirect this incoming call to the existing active call. Initiate the redirection by using the button . The incoming phone call will be connected exclusively with the active one. You lose the discussion possibility with the interlocutor of the before times active connection. The two calls disappear from the view in the main window.

Hint :

 An incoming call is signaled to you by repeated change of the appearance of the middle picture/symbol. It becomes alternating in the clock translucently and fully covering:




Redirection on a destination to be selected

If an incoming is signaled to you , you can redirect this call on a destination (number) to be chosen by you, without having to come into contact with this potential interlocutor. Use the button  of the incoming call, to initiate the redirection. The Cursor changes its appearance. Select the desired destination like the proceedings described in the chapter ,Dial using ActiPOINT' to build up a call. The signaled incoming call disappears from the call row in the main window.


Forwarding

The feature forwarding makes possible for you to forward an existing active call to another existing call or to a phone destination (number) which has to be selected.

Forwarding to an existing connection


Exists an active phone call and it should be forwarded to another call in the on hold state, you can do it by only one click. You have to use the button  of the phone call in the on hold state. The active phone connection will be connected with the formerly one in the on hold state. Both calls disappear from call row on the main window.

Forwarding to a destination to be selected

If you want to forward an active phone call to another destination (number) click the button  of the active call once. The cursor changes its appearance and you select the desired destination like the proceedings described in the chapter ‚Dial using ActiPOINT’ to build up a call. The active call disappears from the call row in the main window. The call was successfully forwarded to the selected destination.

Third-Party-Conference

In a third-party-conference you can add the current active phone call a further call to another interlocutor. The result is the simultaneous communication possibility of three interlocutors (you included).

The condition for a conference is at least a phone call in the on hold state and an active call (see picture 22: ‚call row‘: one active call, one call on hold). Operate the button  in the call button group, which represent the phone call in the on hold state and which you want to add to the current discussion.

The call formerly in the on hold state is signaled as active:





Picture 25: ‚call row‘: conference, two active calls

And a further call is added, which stands for the whole conference:



Picture 26: ‚call row‘: active call, conference call

This virtual conference call is named ‚CONFERENCE‘. If you terminate this virtual call using the button , all two phone calls belonging to the conference are terminated. Also the virtual, the conference representing call disappears from the call row onto the main window.

If you want to maintain one of the phone calls after completion of the conference, the you have to operate the button  of the call you does not need any more. This call selected for completion and the virtual conference call disappear form the call row.

Call management using the operation mode CAPI

The operation mode CAPI makes available to you basic telephony features. You can initiate calls using different ways.

Call initiation

The initiation of a call happens like in the chapter ‚Dial using ActiPOINT’ and the sub chapter ‚Call initiation’ in the chapter ‚call management using the operation mode TAPI’. In principle there are no differences in the methods of initiating a call regarding the selected mode of operation.

Call management using the operation mode SERVER

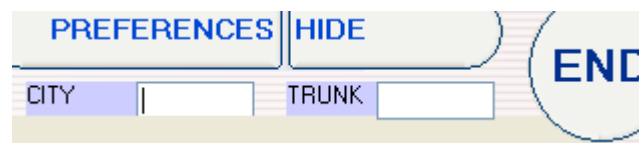
The mode of operation SERVER makes available to you the telephony features of the operating mode TAPI or CAPI. Which features are available to you, is determined on the part of the server. Look in the documentation of [ActiPOINTserver](#) or ask in the case of doubt your administrator.

Simple LCR

LCR is the abbreviation for ‚Leasing Cost Routing‘ and stands for the search for a phone connection with the slightest costs.

As a rule not only big professional phone arrangements but also smaller phone arrangements offer a LCR with similar or less functionality. LCR must be fed regularly at least of a choice of provider information. In the ideal case this has to occur every day. The configuration of the LCR with provider's data is more or less complicated dependent on the phone arrangement. It needs a certain temporal or financial expenditure. Some phone arrangement manufacturers offer subscription services.

To come still to the pleasure of cheap phone connections with possibly few knowledge about the matter, a very easy method was planned for *ActiPOINT* which steps to the place of the LCR. This ‚SIMPLE LCR‘ can, but must not be used. The main window offers two the ‚SIMPLE LCR‘ concerning input fields:



Picture 27: Main window cutting, simple LCR

Beside ‚CITY‘ you give the 5-figure to 6-figure net identification number of a telephony provider well-chosen by you who offers low fees for local calls. If you want to make a local call, *ActiPOINT* recognizes it by the phone number. *ActiPOINT* automatically places the net identification in front the phone number and you come to the pleasure of the fees more favorable.

Beside ‚TRUNK‘ you give the 5-figure to 6-figure net identification number of a telephony provider well-chosen by you who offers low fees for long-distance calls.

Tip :



Several daily newspapers name day-topical the most favorable provider for city and trunk. Attention some providers offer only at certain times of day favorable rates!

License request

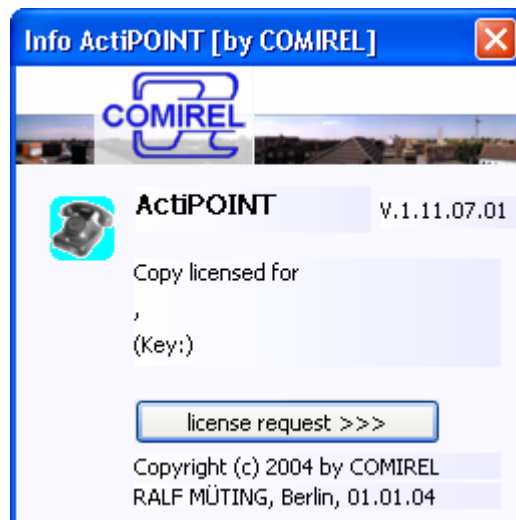
To use *ActiPOINT* durably you need a license. The license will be delivered to you in form of text file with the suffix *.lic . This file is to be copied into the installation directory of *ActiPOINT*.

Tip :

- Always each license is bound to one computer exactly. The computer will be identified by a computer mark.

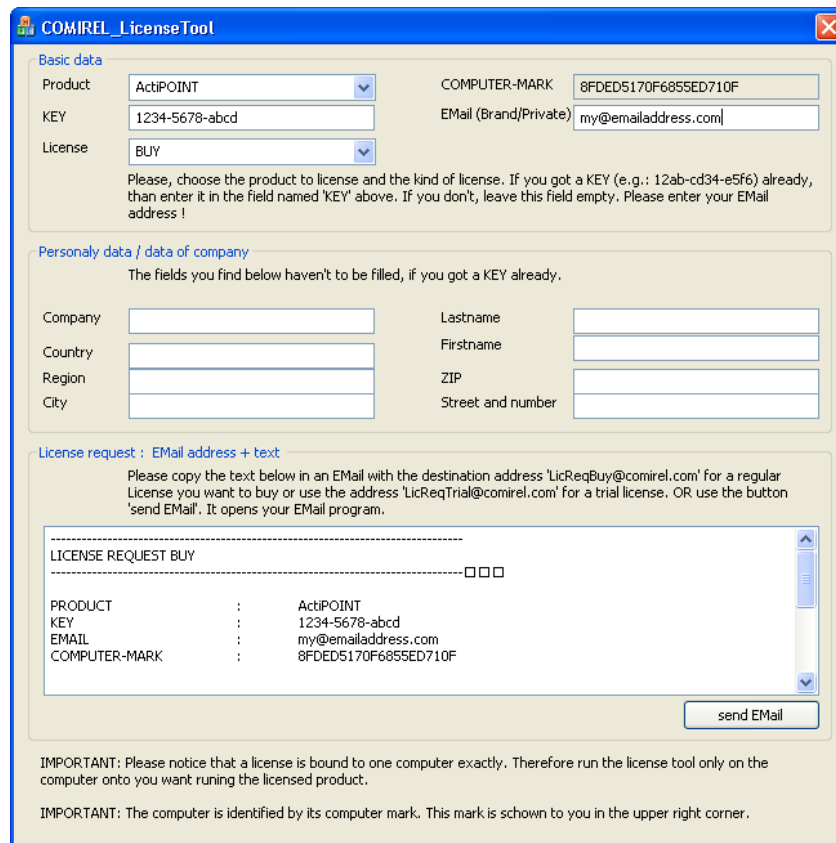
To order a license, you have to use the COMIREL license tool. It can be found in the installation directory.

Another way is to start the tool out of the info dialog. Open the info dialog by using the button **I** on the main dialog:



Picture 28: Dialog ,Info ActiPOINT'

The use of the button **license request >>>** starts the license tool.



COMIREL_LicenseTool

Basic data

Product: ActiPOINT
 KEY: 1234-5678-abcd
 License: BUY
 COMPUTER-MARK: 8FDED5170F6855ED710F
 EMail (Brand/Private): my@emailaddress.com

Please, choose the product to license and the kind of license. If you got a KEY (e.g.: 12ab-cd34-e5f6) already, than enter it in the field named 'KEY' above. If you don't, leave this field empty. Please enter your EMail address !

Personaly data / data of company

The fields you find below haven't to be filled, if you got a KEY already.

Company: _____ Lastname: _____
 Country: _____ Firstname: _____
 Region: _____ ZIP: _____
 City: _____ Street and number: _____

License request : EMail address + text

Please copy the text below in an EMail with the destination address 'LicReqBuy@comirel.com' for a regular License you want to buy or use the address 'LicReqTrial@comirel.com' for a trial license. OR use the button 'send EMail'. It opens your EMail program.

```

-----
LICENSE REQUEST BUY
-----
PRODUCT      :      ActiPOINT
KEY          :      1234-5678-abcd
EMAIL       :      my@emailaddress.com
COMPUTER-MARK :      8FDED5170F6855ED710F
  
```

send EMail

IMPORTANT: Please notice that a license is bound to one computer exactly. Therefore run the license tool only on the computer onto you want runing the licensed product.

IMPORTANT: The computer is identified by its computer mark. This mark is schown to you in the upper right corner.

Picture 29: Dialog ,COMIREL_LicenseTool'

If you had paid for your license already, then a KEY had been send to you. In this case enter the Key in the appropriate field in the upper left corner of the dialog. The KEY has the form XXXX-XXXX-XXXX (The char X stands vicarious for arbitrary small or capital letter or number). In the dialog above the KEY 1234-5678-abcd was entered as an example. Please enter an Email address also. Personal data or the company concerning data haven't to be given, because it has been given during the procedure of payment. The use of the button **send EMail** open your default email application. You have to send the email only.

Aren't you well-known by COMIREL or/and no KEY has been send to you till yet, please fill all the fields in the area 'Personaly data / data of company'. Please give your Email address also. The use of the button **send EMail** opens your default email application. You have to send the email only. If the EMail reach COMIREL, than our bank account data and price will be send to you immediately. After the money was received, the license file will send by Email.

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