Introduction

About TSP
Panasonic TAPI Service Provider for TDA/TDE/NCP/NS Series PBX (Panasonic TSP) is a driver that provides you with a TAPI Interface.

Version 3.1.0.7 or later supports TDE/NCP series PBX.
Version 3.3.0.0 or later is required to use C# SDK.
Version 4.0.0.0 or later supports NS1000.

About this manual
This manual describes installation and setting of Panasonic TSP.

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NOTES
Description related USB in this manual is applied to TDA series PBX only.
# Table of Contents

1  **Before Installing** .................................................................................................................. 4
   1.1  SYSTEM REQUIREMENT ........................................................................................................... 4
   1.2  PBX SETTINGS .......................................................................................................................... 5
   1.3  WINDOWS FIREWALL SETTINGS ............................................................................................. 6
2  **Installing TSP** ...................................................................................................................... 8
   2.1  INSTALLING PANASONIC TSP .................................................................................................. 8
   2.2  UNINSTALLING PANASONIC TSP ........................................................................................... 14
   2.3  OVERWRITE INSTALLING PANASONIC TSP ........................................................................... 17
3  **TSP Settings** ....................................................................................................................... 21
   3.1  LINK PARAMETERS .................................................................................................................. 21
      3.1.1  LAN Connection ................................................................................................................ 22
      3.1.2  USB Connection ................................................................................................................. 23
   3.2  TSP LOG SETTING .................................................................................................................. 24
   3.3  VERSION INFO ....................................................................................................................... 26
   3.4  OTHER PARAMETERS ............................................................................................................. 27
   3.5  SETTINGS FOR MULTI PBX CONNECTION ............................................................................ 32
      3.5.1.  Before setting Multi PBX Connection ................................................................................. 32
      3.5.2.  How to set Multi PBX Connection .................................................................................... 32
      3.5.4.  MultiPBX Configuration Screen ......................................................................................... 36
Annex A .......................................................................................................................................... 37
   TSP CONNECTION MONITOR TOOL .......................................................................................... 37
1 Before Installing

1.1 System Requirement

Required Operating System
- Microsoft Windows Server® 2008 (both 32-bit and 64-bit)
- Microsoft Windows Server® 2003 (both 32-bit and 64-bit)
- Microsoft® Windows® 7 (both 32-bit and 64-bit)
- Microsoft Windows Vista® (32-bit only)
- Microsoft Windows XP (32-bit only)

Minimum Hardware Requirements
- Windows has to work on the PC
- Hardware Requirements of the application that you use with Panasonic TSP.
- When you use USB connection, USB Interface is needed.
  
  Note: USB connection is not supported on 64-bit Windows.

- When you use LAN connection, LAN Interface is needed.
- HDD 400 Mb free disk space
  
  Note: Additional HDD space may be required in case logging of Panasonic TSP is enabled.

NOTE
The total minimum free disk space you need is the Panasonic TSP minimum plus disk space which the application requires as minimum.
1.2 PBX Settings

Supported PBX Types

- Supported PBX Types are KX-TDA30/50/100/200/600, KX-TDE100/200/600, KX-NCP500/1000 and KX-NS1000.
- Panasonic TSP uses USB or TCP/IP for connecting to the TDA/TDE/NCP/NS series PBX.

USB Setting

- In order to use the USB connection with TDA PBX, USB drivers (Version 2.0.0.7 or later) for TDA PBX must be installed on the computer.
- And when you use two or more USB connections, you need to assign unique USB serial number for each TDA PBX by TDA Maintenance Console. For more details about installation of the TDA PBX USB driver, please consult related installation manual.

TCP/IP Setting

- Before installation, please make sure you know the IP address of the PBX and its CTI port. By default the CTI port is 33333.
- When you use TDA series PBX, you need LAN interface card on the PBX.

<table>
<thead>
<tr>
<th>PBX</th>
<th>LAN Interface card</th>
</tr>
</thead>
<tbody>
<tr>
<td>TDA100/200/600</td>
<td>CTI Link Card</td>
</tr>
<tr>
<td>TDA30/50</td>
<td>IP Gateway Card</td>
</tr>
</tbody>
</table>

- When you use KX-NS1000, activation key (KX-NSF101) is required to use CTI interface.
- When you use CTI enhance features, you may need SD Memory Card or activation key for software upgrade depending on your application.

<table>
<thead>
<tr>
<th>PBX</th>
<th>Required SD Card or Activation Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>KX-TDA30</td>
<td>KX-TDA3920</td>
</tr>
<tr>
<td>KX-TDA50</td>
<td>KX-TDA5920</td>
</tr>
<tr>
<td>KX-TDA100/200</td>
<td>KX-TDA0920</td>
</tr>
<tr>
<td>KX-TDA600</td>
<td>KX-TDA6920</td>
</tr>
<tr>
<td>KX-TDE100/200</td>
<td>KX-NCS4910,</td>
</tr>
<tr>
<td>KX-TDE600</td>
<td>KX-NCS4950</td>
</tr>
<tr>
<td>KX-NCP500/1000</td>
<td>KX-NCS3910</td>
</tr>
<tr>
<td>KX-NS1000</td>
<td>None</td>
</tr>
</tbody>
</table>
1.3 Windows Firewall Settings
Configure the following Firewall setting for only Windows Vista.

When you install the TSP into Windows Vista and use LAN to connect to the PBX, you may need to configure Windows Firewall as follows.

1. Open “Windows Firewall Settings” dialog from Control Panel, and select “Exceptions” tab.

![](image)

2. Click “Add port…” button. Then type as follows.
   Name: Panasonic TSP
   Port number: 33333 (If you change the default port number, type the number you changed)
3. Click “Change scope…” button, and click “Custom list:”. Then type IP address of the PBX.

4. Click OK to close “Change Scope” dialog.

5. Click OK to close “Add a Port” dialog.

6. Click OK to close “Windows Firewall Settings” dialog.
2 Installing TSP

2.1 Installing Panasonic TSP

To install or uninstall the software, you must be logged in as a user with Administrator privilege. When other version of TSP is already installed in your PC, please refer to section 2.3.

How to Install TSP

1. Double-click the setup file according to your operating system. When you use a 32-bit operating system, select the file “panasonic_tsp_instx86_40xx.exe”. When you use a 64-bit operating system, select the file “panasonic_tsp_instx64_40xx.exe”. And click “Next” to continue installation. Click “Cancel” to abort.

("xx" will be different number depending on time when TSP is released)
2. Click “Yes” to continue installation after you have read the agreement. Click “No” to abort installation. Click “Back” to go back to previous step. If you want to print out the agreement, click “Print”.

3. Click “Install” to start installation. Click “Cancel” to abort installation. Click “Back” to go back to previous step.
4. If KX-TDA USB driver is not installed in your computer, a dialog showing “USB Driver is not installed” may appear. Press “OK” to continue.
   
   **Note:** USB connection is not supported on 64-bit Windows.

5. The following message will appear in order to note that TSP and CSTA Application cannot be used at the same time. Press “OK” to continue.

   ![TSP and CSTA Application Warning]

6. By default one instance will be installed and registered with TAPI. After registration with TAPI is completed, following dialog will prompt you to configure parameters. Pressing “OK” will update settings you have just changed. Pressing “Cancel” will leave default configuration.

   ![TSP Configuration Dialog]

10
When you use LAN connection, select “LAN Connection via CTI-LINK card” even though your PBX is TDE series, NCP series or NS1000 and set IP address of PBX. See 3.1.1 for more detail.

When USB connection is used, select “USB Connection”. See 3.1.2 for more detail.

7. After entering the IP address and TCP port of PBX, click “Check Location” to verify the connection with the PBX.

![Configuration screen](image)

When the connection is successful, the following screen will appear, containing system information gathered from PBX: CTI Version, Region Code, Sub Domain Name, Software Version and System Time Stamp. System information gathered from PBX may help you identify the PBX that you will use. When the connection is successful, the GRAY LAMP to the left of “Check Location” button will turn to GREEN LAMP.

To abort “Check Location”, click “Abort Check” button.
When the connection with the TDA/TDE PBX was not successful, a message box will appear.

Then the GRAY LAMP to the left of “Check Location” button will turn to RED LAMP.

In this case, please make sure IP address of PBX is correct.
8. Click “Finish” to complete the installation.

9. Install program prompt user to reboot PC: Press “Yes” to reboot PC.

Notes:
During installation a default folder is created under <Program Files>\Panasonic\KX-TDA TSP. This folder contains End User License Agreement.
2.2 Uninstalling Panasonic TSP

How to Uninstall TSP

1. To do that, go to Control Panel, Programs and Features, select Panasonic TSP and click “Change/Remove” or “Uninstall/Change”.

2. Click “Yes” to uninstall, or “No” to abort.

3. Click “OK” to continue.
4. When you set TSP to generate log, the following dialog is displayed. If you want to remove specified log files, check each check box and press "OK".

5. For TSP instance registered with TAPI, user is prompted to close any application that may use Panasonic TSP. Press "OK" to continue.
6. Click “Finish” to complete the uninstallation.

7. User is prompted to restart computer. Press “Yes” to restart.
2.3 Overwrite Installing Panasonic TSP

**IMPORTANT**
Overwrite installation to older version is NOT possible.
If you want to use an older version, uninstall current version first.

And overwrite installation from v3.3 or older is also NOT possible.
If you want to update the Panasonic TSP v3.3 or older one, uninstall the current version first.

**How to overwrite TSP**

1. Double click a setup file of TSP which you want to install newly on the PC that other version of TSP is already installed on.

2. Click "**OK**" to continue the overwrite installation or "**Cancel**" to abort.

3. Click "**Next**" to continue the overwrite installation or "**Cancel**" to abort.
4. Click “Install” to start installation. Click “Cancel” to abort. Click “Back” to go back to previous step.

5. When you use only 1 instance, the following dialog is displayed. Please refer to section 2.1.1 for the configuration. Previous configuration is kept. When you do not need to change the configuration, press “OK”.
6. When you use multiple instances, the following dialog is displayed. Please refer to section 3.1 for the configuration. Previous configuration is kept. When you do not need to change the configuration, press “Apply Settings”.

7. Click “Finish” to complete the installation.
8. Install program prompts user to reboot PC. Press “Yes” to reboot PC.
TSP Settings

To change TSP settings, Open "Phone and Modem Options" from Control Panel, and select "Advanced" tab. Then select "Panasonic TSP 0000" and click "Configure" button.

2.4 Link Parameters

The "Link parameters" configures how Panasonic TSP will establish communication with the TDA/TDE/NCP/NS PBX.
3.1.1 LAN Connection

When TSP uses LAN to communicate with the PBX, select “LAN Connection via CTI-LINK card” and enter “Address” and “Port”.

“Address” is the IP address of the PBX in dot format, and “Port” is the TCP port which the PBX is listening to. By default the address is blank.

<table>
<thead>
<tr>
<th>PBX</th>
<th>LAN Interface Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>NS1000</td>
<td>Mother board</td>
</tr>
<tr>
<td>NCP500/1000</td>
<td>IPCMPR Card</td>
</tr>
<tr>
<td>TDE100/200/600</td>
<td>IPCMPR Card</td>
</tr>
<tr>
<td>TDA100/200/600</td>
<td>CTI Link Card</td>
</tr>
<tr>
<td>TDA30/50</td>
<td>IP Gateway Card</td>
</tr>
</tbody>
</table>

Example of setting an IP address:
E.g.: Address=10.64.130.250 Port=33333
3.1.2 **USB Connection**

When TSP uses USB to communicate with the PBX, select **"USB Connection"**.

![USB Connection Settings](image)

**Remark:**

1) KX-TDA PBX software version 2.0 or later is required to use multi PBX connection.
2) **USB driver Version 2.0.0.2 or later** is required to use multi PBX connection.
3) When you use two PBXs by USB connection, you need to assign unique USB serial number for each PBX by TDA Maintenance Console.
   (e.g. When USB Serial Number is “1”, USB connection name will be “KX-TDA100/200_1”.
   When USB Serial Number is “2”, USB connection name will be “KX-TDA100/200_2”.)

For TDA series PBX, USB serial number setting menu on the Maintenance Console is on “2.System - 9.System Option - Option6 - CTI Multi PBX Control” (see following picture).
2.5 TSP Log Setting

The “TSP Log Settings” configures how TSP will output log with the PBX.

![Panasonic TSP 6000 Configuration](image)

### a. Log Type

TSP has logging capabilities in order to enable discovery of irregular situations that may cause problems in TSP. TSP has 3 log levels:

- **Raw**: Contains only binary CSTA messages exchanged with PBX.
- **Decoded CSTA values**: Contains binary CSTA messages and their human readable form.
- **Debug**: Contains decoded CSTA messages as well as TSPI function calls and TSPI messages sent to TAPI. This is the most effective information to solve an irregularity.
b. Log File Path

logs<xxxx> folder is created in the path which user specified and log files are stored in the folder. Default path is <Program Files>\Panasonic\KX-TDA TSP.

The log file name will be composed of the base file name and 0 through 3.
(0->1->2->3->0->1->…)

When the 4 days passed the previous log files is overwritten.
Default of log file name is “KXTDAxxxxx (**).txt. “***” is 0 through 3.

c. Log file size

When log file size grows greater than established Log file size, then the log file is restarted from the beginning.

d. Include time stamp in log

By checking this box the log file will contain a time stamp for each operation logged.
2.6 Version Info

The “Version Info” is read only and contains version information about the Panasonic TSP you are using.

\[X.XX\] will be different number depending on time when TSP is released.
2.7 Other Parameters

When the “Other Parameters” option is selected, a message box will appear to inform the user that these settings are advanced and must be changed according to TAPI Application requirements.

The “Other Parameters” configures optional parameters.
Configurable parameters are as follows:

**a. Mode Selection**
- Standard Mode - TSP works in normal mode.
- PMS Interface Mode - TSP works in compatibility mode with the PMS Interface application

**Note:**
- Multiple TSP instances are not available for “PMS Interface MODE”.
- When “PMS Interface MODE” is selected, some of options are unavailable as dialog above.

**b. Account Info Buffer Size**
This parameter configures the number of account information records that the Panasonic TSP can store on the HDD. If TSP cannot reserve its needed space to save on the HDD all account info records, then an error message will be displayed and Panasonic TSP will not start.

**c. Message Delay (KX_SMDR)**
TSP can be configured to queue LINE_DEVSPECIFIC (KX_SMDR) events sent to TAPI in order to let the application have enough time to process each event. Each line device that
supports this kind of message has its own queue. It is recommended to use default value of 1000 ms.

d. Message Delay LINE_ADDRESSSTATE (LINEADDRESSSTATE_FORWARD)
TSP can be configured to queue LINE_ADDRESSSTATE
(LINEADDRESSSTATE_FORWARD) events sent to TAPI in order to let the application have enough time to process each event. Each line device that supports this kind of message has its own queue. It is recommended to use default value of 1000 ms.

e. Send KX_REINIT and KX_RETRIEVE
When this option is checked and TSP is in Standard MODE, in case if TSP loses connection with PBX, it sends LINEDEVSPECIFIC (KX_REINIT) and begins recovery procedure. However, TSP may fail recovery in some case. (e.g. “When PBX Setting changed between KX_REINIT and KX_RETRIEVE.” etc.). Call event is not notified while TSP sends KX_REINIT event and KX_RETRIEVE event. Otherwise TSP sends LINE_DEVSTATE (REINIT) and enters in an unknown condition waiting all Applications to reinitialize use of TAPI.

f. Number of Connection Retries
Number of Connection Retries is 25 - When TSP loses connection with PBX, TSP try to re-connect 25 times (same as previous version).
Number of Connection Retries is infinite - When TSP loses connection with PBX, TSP try to re-connect infinitely.

g. DID/DDI Information Number/Name
When this option is checked, TSP fills CALLINFO.DEVSPECIFIC structure with DID/DDI number and name in separated format (the number is set into dwDIDDDISize/DIDDDIOffset area and the name is set into dwDIDDDINameSize/dwDIDDDINameOffset area). Also CLIP information including CLIP Name in transferred call is set in separated format (the number of CLIP information is set into dwTranCLIPSize/ dwTranCLIPOffset area and name of CLIP information is set into dwTranCLIPNameSize/dwTranCLIPNameOffset area).

h. Caller ID of Transferred Call (by DISA, Voice Mail)
By checking this option, parameter value of LINECALLINFO.CallerID and CallerIDName for transferred to line (LINE1) becomes original callerID(CLIP) only when transferring line (LINE2) is DISA or voice unit for both screened and unscreened transfer.
When transferring line is other than DISA or voice unit, CallerID and CallerIDName parameter value is actual transferring line (LINE2).

![PBX diagram]

i. Caller ID of Transferred Call (by Extension Line)
By checking this option, parameter value of LINECALLINFO.CallerID and CallerIDName for transferred to line (LINE1) becomes original callerID(CLIP) only when transferring line (LINE2) is an extension line for both screened and unscreened transfer.

Note : When a UT series SIP phone is used as transferring line, this option is not applied.

j. Enable connection to TDA PBX “Do you want to start TSP ?”
When TSP and PBX Maintenance Console are set to connect to PBX by USB connection, both software cannot be used at the same time.

When TSP is installed and computer is restarted, Windows may start TSP automatically. Therefore, PBX Maintenance Console may not be started by installation of TSP. For this reason, to start TSP or not, you can set the switch ("Yes" or "No") in "Do you want to start TSP?".

(1)In case of "Yes"
After computer is restarted, you can use TAPI Application. However, TSP may be started automatically after computer restart and you may not be able to start PBX Maintenance Console.

(2)In case of "No"
After computer is restarted, you can use PBX Maintenance Console. However, you cannot start TAPI Application after computer restart.

Note:
All settings will effectively take effect after the next restart of computer.
2.8 Settings for Multi PBX Connection

3.5.1. Before setting Multi PBX Connection

1) Connect PC and PBX by LAN or USB for multi connection.
   Note ) For LAN connection, IP Address of PBX should be set.
2) Install TSP in advance.

3.5.2. How to set Multi PBX Connection

1 In order to start Panasonic TSP Multi PBX Configuration, you need to follow: “Start-
   >Program->Panasonic->KX-TDA TSP->MultiPBX Configuration” like in the next image.
2 The following message will appear in order to note that TSP and CSTA Application cannot be used at the same time. Press “OK” to continue.

3 TSP MultiPBX Configuration dialog will appear:
Select “Panasonic TSP 0001” and double click.
4 When “Panasonic TSP 0001” setting screen is opened, configure Link Settings in Link Parameters and press “OK”.

5 After finishing to setup configuration press “Apply settings”
6  MultiPBX Configuration Tool will show operation progress:

![Modify TSP instances ...]

Modify instance 7

7  MultiPBX Configuration Tool will exit after finishing. Then please **reboot PC manually**.
3.5.3. Multi PBX Configuration Screen

TSP Instance list contains following information:
- “Instance Name” - This is TSP Instance Name same as Control Panel - Phone and Modems Options - Advanced displays.
- “Configuration” - Informative of configuration string.
- “Enable/Disable”
  - “Enable”: TSP instance is registered with TAPI
  - “Disable”: TSP instance is unregistered with TAPI.

At startup this field contains current registration status of TSP Instance. “Enable”: TSP instance is registered with TAPI. “Disable”: TSP instance is not registered with TAPI.

MultiPBX Configuration Tool allows to:
- Specify parameters of each instance
- Register/Unregister each TSP instance with TAPI (Telephony System).
Annex A

TSP Connection Monitor Tool

This tool is provided to show state of each TSP instance. You may use provided shortcut under “Start Menu-> Programs-> Panasonic-> KX-TDA TSP -> Connection Monitor.”

Use “PBX” combo box to select instance for which you want to see status.

Connection may be:

- Now Connecting – TSP instance is initializing connection with PBX.
- Connected - TSP instance is connected with PBX. It is possible to control/monitor with TAPI application(s).
- Disconnected – TSP instance is not communicating with PBX.
- Not Registered with TAPI – TSP instance is not registered in TAPI (Telephony System).
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