

TK Suite Client 3.0

Operating Instructions

Table of Contents

1 Introduction.....	5	5.8.5 Conference.....	12
1.1 What's new in Version 3.....	5	5.8.6 Transferring.....	12
2 Installation.....	5	5.8.7 Parking.....	12
2.1 Windows.....	5	5.9 Primary PBX Control.....	12
2.1.1 Single-User Installation.....	6	6 Internal Status.....	13
2.1.2 Server Installation.....	6	6.1 Settings for Parties.....	13
2.1.3 Client Installation.....	6	6.2 Assigning a Photo.....	13
2.2 Linux.....	6	6.3 Internal Status Window.....	13
2.3 MAC OS X.....	6	6.4 Using Internal Status.....	13
2.3.1 Single-User Installation.....	6	7 Single-Button Dialling.....	14
2.3.2 Server Installation.....	7	7.1 Single-Button Dialling Window.....	14
2.3.3 Client Installation.....	7	7.2 Using Single-Button Dialling.....	14
3 Logging onto the Server.....	7	7.3 Single-Button Dialling for External	
3.1 Password Detail Settings.....	7	Contacts.....	14
3.1.1 Server.....	7	8 Reminders.....	14
3.1.2 User Name.....	8	8.1 Setting Up Reminders.....	14
3.1.3 Password.....	8	8.2 Reminders for Other Users.....	15
4 Contacts.....	8	8.3 Due Reminders.....	15
4.1 Activating TK Suite Client.....	8	9 Call Log.....	15
4.1.1 Hiding TK Suite Client.....	8	9.1 Call Filter.....	15
4.2 Searching for Contacts.....	8	9.2 Missed Calls.....	15
4.2.1 Searching for Names.....	8	9.3 Number Identification.....	16
4.2.2 Searching for Numbers.....	9	9.4 Clear Entries.....	16
4.2.3 Monitoring the Clipboard.....	9	10 Notes.....	16
4.3 VCard Contacts.....	9	10.1 Time Stamp.....	16
4.3.1 Importing a VCard.....	9	10.2 External Contacts.....	16
4.3.2 Exporting a VCard.....	9	11 Chatting.....	16
4.4 Importing.....	10	11.1 About Text Messages.....	16
4.5 Assigning a Photo.....	10	11.2 Disable Chatting.....	17
5 CTI Functions.....	10	12 External Data Sources.....	17
5.1 Dialling for Parties.....	10	12.1 LDAP.....	17
5.2 Headset.....	10	12.1.1 LDAP Search.....	17
5.3 Connection Flag.....	10	12.1.2 LDAP Parameters.....	17
5.3.1 Calls Signalled.....	11	12.1.3 Searching for Phone Numbers.....	18
5.4 Setting Up Calls.....	11	12.2 Outlook.....	18
5.5 Sequential Dialling.....	11	12.2.1 Searching for Phone Numbers.....	18
5.6 Automatic Redialling.....	11	12.3 MAC OS Addressbook.....	19
5.7 Automatic Dialling.....	11	12.4 Importing External Contacts.....	19
5.8 Exchange Functions.....	11		
5.8.1 Accepting Calls.....	12		
5.8.2 On-Hook.....	12		
5.8.3 Enquiries.....	12		
5.8.4 Broker's Call.....	12		

13 Importing/Exporting Contacts.....19

13.1 Importing.....	19
13.1.1 Separators.....	19
13.1.2 Assigning Fields.....	19
13.1.3 Allocation Scheme.....	20
13.1.4 Setting Up Allocation Schemes.....	20
13.2 Exporting.....	20

14 Several TK Suite Servers.....21

14.1 Profiles.....	21
--------------------	----

14.1.1 Choosing Profiles.....	21
14.2 Automatic Recognition.....	21
14.3 Default.....	22

15 More Information.....22

15.1 Dialling over http.....	22
15.2 Browser Settings.....	22
15.2.1 Windows.....	22
15.2.2 Linux.....	23
15.2.3 MAC OS X.....	23
15.3 Saving Settings.....	23

1 Introduction

TK Suite Client is a component of the TK Suite software package and serves to integrate the functions of TK Suite Server into your PC environment.

TK Suite Client lets you use the CTI functions in TK Suite Server. You can also use it to start the individual web-based applications in TK Suite Server (Set, Contact, Bill, Settings).

1.1 What's new in Version 3

In comparison to previous versions, Version 3 offers clearly extended CTI functionality.

- The internal status of the PBX can be seen in an almost 100 percent freely designable internal status view. Exchange functions such as 'Pick-up', 'Hold for Enquiry' and conferences are not just controlled using the telephone, but in TK Suite Client as well.
- Whereas the telephone could be controlled in previous versions, the telephone can now control TK Suite Client. For example, if you dial a number using the system telephone single-button dialling button, you can then manage the call in TK Suite Client and set up a conference.
- The Single-Button Dialling function in TK Suite Client allows you to dial frequently called numbers with a click of the mouse.
- Include retrieval of external contact sources such as from LDAP servers or Microsoft Outlook into TK Suite Client. Import external contacts into TK Suite Contact with a click of the mouse.
- Import and export contacts in the VCard format used by many mobile end equipment manufacturers.
- Import complete, existing database records from any database via a text file into TK Suite Contact.
- Assign photos to internal parties and contacts so that you can see who you are talking to in TK Suite Client.

2 Installation

2.1 Windows

TK Suite Client is part of the TK Suite Basic installation archive for installation under Windows. The following installation versions are available:

Installation

2.1.1 Single-User Installation

Carry out a single-user installation if you only want to use a single computer with a single user. TK Suite is installed like a normal Windows application. You can use TK Suite functions such as configuration, charge evaluation and CTI as soon as you start TK Suite Client.

2.1.2 Server Installation

Carry out server installation if you want to use TK Suite in a network, or on a single computer with several users. This method of installation installs TK Suite Server as a service. This ensures that the functions of TK Suite Server are available in a network if no users are logged onto the computer.

Installation of the client is optional, but useful, since it allows you to use all the functions of TK Suite on the installation computer.

2.1.3 Client Installation

You simply need to install the client on all other computers, if you have carried out server installation on a computer in a network. Please use this method of installation for here.

2.2 Linux

TK Suite Server is always installed as a demon under Linux. A demon is a programme which is triggered and runs in the background after its parent process has been started. Starting and stopping takes place via scripts for the init system. Go to the Readme file to find out more about this.

The client can be started separately under Linux. To do this, unpack the archive to a chosen location in the file system.

2.3 MAC OS X

TK Suite Client is part of the TK Suite disk image under MAC OS X. The following installation versions are available:

2.3.1 Single-User Installation

Carry out single-user installation if you only want to use a single computer with a single user. TK Suite is installed like a normal MAC OS X application here. You can use TK Suite functions such as configuration, charge evaluation and CTI as soon as you start TK Suite Client.

Simply drag the ***TK Suite*** icon to a chosen location in the file system (for instance, the application folder) to install it.

2.3.2 Server Installation

Carry out server installation if you want to use TK Suite in a network, or on a single computer with several users. This method of installation installs TK Suite Server as a system starter service under MAC OS X. This ensures that the functions of TK Suite Server are available in a network if no users are logged onto the computer. Installation takes place using a **TK Suite Server** MAC OS X package. Double-click the icon and follow the installation programme instructions.

Installation of the client in this version is optional but useful, since it allows you to use all the functions of TK Suite on the installation computer. Please use the client installation mode if you want to install the client.

2.3.3 Client Installation

You simply need to install the client on all other computers, if you have carried out server installation on a computer in the network. Please use this method of installation here. Simply drag the **TK Suite Client** icon to a chosen location in the file system (for instance, the application folder) to install it.

3 Logging onto the Server

The password details for TK Suite Server need to be entered before you can use TK Suite Client. A user needs to be set up before you can he/she can log on. Go to **TK Suite Server Settings/User Administration** to set up a user in TK Suite Server. Enter the following URL in your browser (Mozilla, Internet Explorer, etc.) to go to this page.

http://tksuiteserver:5080/settings

replace *tksuiteserver* with the name or the IP address of the computer on which TK Suite is running. If TK Suite Server is running on the same computer as TK Suite Client, then replace it with ***localhost***. Consult the operating instructions for TK Suite for more information here.

admin is always set up as the default user. This user does not need a password if TK Suite is reinstalled at any time.

3.1 Password Detail Settings

Enter the password details for TK Suite Server under ***File/Settings/Server***.

3.1.1 Server

Enter the computer in the network, on which TK Suite Server is installed, which you want to log onto. If TK Suite Server is running on the same computer as TK Suite Client, then enter ***localhost***. If you cannot resolve the name of your computer in the network, then enter the IP address.

Logging onto the Server

3.1.2 User Name

Enter the user name here for the account which you want to use to log on to TK Suite Server. Go to ***TK Suite Server Settings/User Administration*** to set up a user in TK Suite Server.

3.1.3 Password

Enter the password assigned to the user here. Go to ***TK Suite Server Settings/User Administration*** to set up each user password in TK Suite Server.

4 Contacts

4.1 Activating TK Suite Client

TK Suite Client is designed not to disrupt your normal work on the PC. The programme only appears when you need it.

For this purpose, TK Suite Client installs a small ***icon in the taskbar*** (Windows, Linux), which displays the programme window when clicked. You can also set up a hotkey under ***File/Settings/Activate*** as an alternative. This also displays the programme window (only available under Windows).

TK Suite Client can also be activated by right-clicking the ***connection flag*** if it is displayed (see 5.3).

4.1.1 Hiding TK Suite Client

Click on ***Hide*** (ghost icon) to hide the TK Suite Client window. You can also minimise the window. This hides and removes it from the taskbar.

If you have installed the single-user version of TK Suite Client (see 2.1.1), you can quit the programme by closing the window. In all other installation versions, this merely hides the window.

4.2 Searching for Contacts

The ***Contacts*** view is the main place in TK Suite Client to search for contacts. TK Suite Client searches the TK Suite Contact addressbook as standard here. You can also use alternative address sources (see).

Press ***ESC*** to clear the search field.

4.2.1 Searching for Names

Simply enter a part of the name to be found. First names, family names and firms are searched for. You can enter comma-delimited terms to limit the search (for instance, smith,architects).

4.2.2 Searching for Numbers

Enter a telephone number to find matching contacts. You also have the option of entering phone numbers in canonical form, (for instance, +44 521 12345 or +44 (0521) 12345).

You can set up a provisional contact, if no matching phone number is found for a contact. This can either be imported or you can assign an existing contact's phone number (see 4.4).

4.2.3 Monitoring the Clipboard

Activate *File/Monitor Clipboard* to make TK Suite Client automatically dial the number as soon as it is copied to the clipboard (only available under Windows).

For example, you can highlight a telephone number on a web-site in your browser, copy it to the clipboard (with Ctrl+C) and then activate TK Suite Client afterwards (see 4.1).

4.3 VCard Contacts

Mobile phones and organisers (PDAs) frequently use the VCard format to transfer contacts to a PC with the infrared or other interfaces. You can import a VCard file by dragging and dropping it onto TK Suite Client with the mouse.

4.3.1 Importing a VCard

To do this, use the mouse to drag the VCard to the Search field. A provisional contact is then created out of the VCard data. You can use this contact to make calls, or import it into the TK Suite Contact addressbook.

4.3.2 Exporting a VCard

To do this, use the mouse to drag a contact from the Search field to the Desktop or a chosen folder in your data file system. You can then transfer it to your mobile phone with infrared or bluetooth interfaces.

TK Suite Client writes numbers in canonical form in the VCard so that you can also call local numbers (without a local area code) correctly from your mobile phone. It is mandatory to enter the local area code in TK Suite Set Configurator under *External Number*. You should also make sure that the international code is correctly entered in the TK Suite Server settings under *Contact*.

Sending a VCard to a Mobile Unit

Under Windows, you can drag a contact from the Search field to the *Send File to Other Computer* icon on your Desktop. Under MAC OS X, you can drag the contact to the bluetooth service programme dock icon or directly to the MAC OS addressbook.

4.4 Importing

Provisional contacts (see) and contacts from external address sources can be imported to the TK Suite Contact addressbook. Click **Import Contact** to do so.

4.5 Assigning a Photo

You can assign a jpg or png photo to an TK Suite contact. The photo is then saved for the contact. If you assign a photo to a contact, all other users will see this photo when they call the contact.

Right-click a contact in Contact View and select **Assign Photo** to assign a photo to a contact. Then select a graphic file in the dialogue. Alternatively, you can also assign the photo in the TK Suite Contact user interface.

5 CTI Functions

Nearly all PBX exchange functions can be used on the PC with TK Suite Client. Here, TK Suite Client serves as a remote control for an analogue or system telephone. ISDN telephones cannot be controlled.

5.1 Dialling for Parties

Set which phone TK Suite Client should adopt control for here. The telephones listed correspond to the user names assigned to them under TK Suite Server user administration.

Visited location dialling is not activated for the telephone selected, if **CTI Dialling not set up for parties** appears. You can activate this function with TK Suite Set.

5.2 Headset

Click **Headset** to activate or disable dialling or taking calls on a headset. This function is only available for system telephones.

5.3 Connection Flag

Incoming and outgoing calls and connections are represented by the connection flag. This window is blended in in the top left-hand corner of the screen without the TK Suite Client window needing to be active.

This allows you to resolve general information and simple exchange functions at any time without having to toggle to TK Suite Client.

Click on the **minimise icon** to reduce the connection flag to a small rectangle to access the menus and buttons hidden behind it. To display the connection flag again, simply click on the rectangle.

Right-click the connection flag to activate TK Suite Client. Left-click to clear the connection clicked from the connection flag.

5.3.1 Calls Signalled

Besides calls for the telephone set as *Dialling for Parties*, calls for telephones selected under *File/Settings/Call Signalling* are also signalled in the connection flag. For your information, the calls are displayed here for 10 seconds.

5.4 Setting Up Calls

External calls are set up via contacts. Contacts can be searched for (see), set up for Single-Button Dialling (see 7), linked to a reminder (see 8) or listed in the call log (see 9). Double-click a number in a contact to dial it.

Internal calls can also be set up via internal status (see 6).

5.5 Sequential Dialling

You can specify a dialling sequence for each contact stored in TK Suite Contact. This allows you to call numbers in a sequence until a connection is made or a number is busy.

This functions is useful, for instance, if a person can be reached under several numbers. You can first select the work number for the person to be called, then his/her mobile number and, as the third number, his/her home number.

The number of attempts before TK Suite Client calls the next number can be set individually for each number. This allows you to stop an answering machine taking the call. The sequential dialling setting is made in the TK Suite Contact user interface.

5.6 Automatic Redialling

Click *Automatic Redialing* under Contacts and Connections to redial the last ten numbers dialled. You can also use the call log as extended automatic redialling (see 9).

5.7 Automatic Dialling

Automatic Dialling is provided under Connections if a number cannot be reached or you want to quit dialling. Automatic dialling dials the destination number at intervals you have set until a connection is made or the maximum number of attempts has been made.

You can quit automatic dialling at any time by pressing *ESC* or clicking *On-hook*.

5.8 Exchange Functions

Click *Connections* in TK Suite Client to graphically control the PBX exchange functions.

5.8.1 Accepting Calls

Incoming calls are signalised by the connection flag (see 5.3). Click the Accept Calls icon to take the call. On analogue telephones, you need to lift the receiver first.

Click the Party icon for the caller under *Connections* to accept a call. Alternatively, you can click *Accept*.

5.8.2 On-Hook

Click *On-hook* or press *ESC* to quit a connection by dragging away the Party icon for your telephone.

5.8.3 Enquiries

Click on a party under Internal Status or double-click the number for a contact. The current connection will then be held and another one set up.

5.8.4 Broker's Call

Click on the Party icon to chop and change between several connections. Alternatively, you can use buttons *I-3* to do the same.

5.8.5 Conference

Click on *Three-way Conference*, the Party icon for your telephone or press *K* to hold a conference between three connections.

Finish the conference by brokering to a party (see 5.8.4).

5.8.6 Transferring

When you have an active call and a call on hold, you can transfer a call to both of these parties. Click *On-hook* and then *Transfer*, or use the mouse to drag away the Party symbol for your telephone.

5.8.7 Parking

You can park an active connection in the PBX. Another party then has the chance to park out the call. This function is useful for switching a call 'on call'.

Click *Park* to park a call or press *P*. Click the *Park-out Button* to park out a call or press *U*.

5.9 Primary PBX Control

If you operate the PBX controlled by TK Suite behind a primary PBX, a zero normally has to be prefixed to the number when making external calls. Set the primary PBX area code with TK Suite Set to prefix the zero automatically to numbers and remove it for incoming calls. This allows you to save contact numbers in 'natural' form (without the zero).

Prefix a '!' to the number to reach the primary PBX. This character stops the primary PBX area code being prefixed to the number.

6 Internal Status

Internal Status provides you with an overview of PBX internal parties. It also allows you to switch internally.

6.1 Settings for Parties

Click *File/Settings/Internal Status* to set the internal party to be shown under Internal Status. Use drag and drop to modify the sequence and build logical groups by adding breaks.

Click *File/Settings/Internal View* to set the colours for an internal party depending on their status.

6.2 Assigning a Photo

Click *File/Settings/Internal Photos* to assign jpg or png photos to internal parties. This assignment finds global application in TK Suite Server. This means that if you change a party's photo, all other TK Suite Client users will be able to see it.

6.3 Internal Status Window

Specify how the internal status is displayed under *View/Internal Status*. Internal status can either be embedded in the TK Suite Client window or exist as a separate window. Double-click on the internal status window control element to toggle between the two modes.

Click *View/Internal Status Always On Top*, if you use a separate window for Internal Status, and you want it to remain visible at all times on top of all other windows.

6.4 Using Internal Status

In standby mode, the internal party will be displayed with their photo and name depending on the settings. If busy, the internal party will be highlighted with the colour for busy. If called, the internal party will be highlighted with the colour for called.

Click on the internal party to call him/her or initiate an internal enquiry. If the party is called, clicking him/her results in the call to the party being picked up by you.

7 Single-Button Dialling

You can transfer frequently called numbers to the Single-Button Dialling field to start a call quickly with a single mouse-click.

Find the contact required and use the mouse to drag the number to the Single-Button Dialling field. Alternatively, you can right-click the number and select **Add Single-Button Dialling Field** in the menu.

7.1 Single-Button Dialling Window

Select **View/Single-Button Dialling** to set the display mode for Single-Button Dialling. Single-Button Dialling can either be embedded in the TK Suite Client window or exist as a separate window. Double-click on the Single-Button Dialling window control element to toggle between the two modes.

Click **View/Single-Button Dialling Always On Top**, if you use a separate window for Single-Button Dialling, and you want it to remain visible at all times on top of all other windows.

7.2 Using Single-Button Dialling

Entries in the Single-Button Dialling field are normally linked to contacts. The primary number to be dialled per mouse-click is also saved. Right-click the Single-Button Dialling button to get the other numbers for that contact.

7.3 Single-Button Dialling for External Contacts

If you transfer contact numbers which are not managed by TK Suite contact, for instance Outlook or LDAP contacts, (see) to the Single-Button Dialling field, the number will be reassigned to the Single-Button Dialling button when the Client is restarted.

8 Reminders

Set up a reminder to be reminded of a specific meeting/appointment by TK Suite Client showing a reminder window. You can also set up reminders for other users.

8.1 Setting Up Reminders

Reminders can be set up to remind you to make a call at a particular time. It is also useful to clip the contact number to the reminder.

You can set up reminders in nearly all views in TK Suite Client. If a contact or call log entry is highlighted, the correct number is clipped to the reminder automatically. If you want to set up a reminder in the Reminder view, the number (if required) also needs to be specified.

You can, furthermore, use reminders for all sorts of other frequently forgotten chores, such as cleaning the windows once in a while. Simply leave the contact field empty if you carry out the task yourself.

8.2 Reminders for Other Users

In the Reminder dialogue box, you can enter another TK Suite user as recipient for a reminder. This allows you to submit a 'call me' call for a colleague that you have taken in his/her absence.

8.3 Due Reminders

Due reminders are highlighted using a red clock as a symbol. If you have ticked off the reminder, you can clear it by clicking *Clear Reminder* or pressing *Clr*.

9 Call Log

The Call Log logs incoming and outgoing internal and external calls. Since this information is managed by TK Suite Server, calls are also logged if TK Suite Client is not active.

9.1 Call Filter

You can filter the call log according to various criteria:

- Incoming/Outgoing/All Calls
- External Calls Taken/In Absence
- Calls since ...
- External/Internal/All Calls

9.2 Missed Calls

The *Only Show Missed Calls* switch sets the following filters:

- Incoming
- In absence
- Since last confirmation

Click the information window to confirm that missed calls are to be blended in at the bottom left-hand corner of the screen.

9.3 Number Identification

TK Suite Client attempts to find a number for a contact or display a name in addition to the number. Since other data sources can be searched besides the TK Suite Contact addressbook, it is quicker to resolve this after the entries have been displayed. For this reason, it may take a brief moment before the name appears next to the number.

9.4 Clear Entries

You can clear entries manually by highlighting the entry to be cleared and clicking *Clear Selected Entries*.

In TK Suite Server under *TK Suite Server Settings/Contact* a time limit of seven days is set after which entries are cleared automatically.

10 Notes

You can write a note for each TK Suite user for each TK Suite contact. Use the Note window to view notes for several contacts.

10.1 Time Stamp

Click *Time Stamp* to add today's date to the note where the cursor is positioned.

10.2 External Contacts

You can only write notes for contacts in the TK Suite addressbook. If you click the note button in the connection flag, the contact search, the connection view or the call log, you will be asked if you want to import these for external contacts in TK Suite. If you confirm, the note window for this contact will be opened.

11 Chatting

Chatting allows you to write text messages as a simple form of communication. All users logged onto TK Suite Server can swap private text messages or send messages to all (*) parties.

11.1 About Text Messages

Activate the *Show Info Window* if you want to stay informed of any new text messages. Click *Ignore* if you want to ignore the sender's message initially.

Clear the tick next to the user's name to hide his/her messages.

11.2 Disable Chatting

You can assign chatting rights to each user in TK Suite Server under *Settings/User Administration*.

12 External Data Sources

Besides querying TK Suite Contact contact info, other external data sources such as LDAP servers or your local Outlook addressbook can be used.

12.1 LDAP

LDAP is an open protocol for querying directory services. Directory services can be used for ordering contact data in a network.

LDAP schemes which describe the possible contents of a data record (contact) exist for the data provided by an LDAP server. TK Suite Client uses a subset of the *persons* scheme: name, phone numbers, e-mail and web addresses.

12.1.1 LDAP Search

The querying logic for LDAP is not implemented directly in TK Suite Client, but is provided by the external programme `ldapsearch`.

Under Linux and MAC OS X, the programme is normally already installed on the system as a component of OpenLDAP Distribution. If not, relevant sources can be found under www.openldap.org.

A simple `ldapsearch` implementation is installed under Windows, which uses the LDAP functions in Windows 2000 and Windows XP. Presently, the implementation only uses a simple authentication and cannot be run under Windows 98. Replace `ldapsearch` with a higher performance version such as the one from OpenLDAP if you require additional LDAP functions.

12.1.2 LDAP Parameters

Enter the path to the `ldapsearch` programme to be used and the names of the servers on which the LDAP server is running in the settings dialogue for LDAP. Presetting `ldapsearch` should work in most cases.

You can specify the fields to be searched by the LDAP server separately, to search for numbers and names. Several LDAP implementations do not provide search results if non-existent fields are used in the search query. Separate the field names with a comma.

Various other parameters may need to be transferred to the LDAP search programme depending on the LDAP server used. `-x` is preset as the parameter default for simple authentication. Make further settings yourself appropriate to the installation.

External Data Sources

TK Suite Client automatically transfers `-L` (ldif format output) and `-z 30` (supply a maximum of 30 contacts) as additional parameters.

Contact your system administrator for more information. If the `ldapsearch` programme functions at the command line, it should also provide the same results in TK Suite Client with the same parameters.

12.1.3 Searching for Phone Numbers

A series of possible data types exists in the LDAP scheme for the LDAP attributes. **Telephone Number** should be used as the data type for numbers. The data type effects the search for content. Depending on the manner in which the LDAP server is implemented, even intelligent searches can be carried out, such as finding “+44521447090”, when “0521447090” is searched for.

If TK Suite Client fails to find an LDAP contact for a number although it is available, try entering the number differently, for instance by adding the local area code. Entering the number in canonical form may eventually function. (see).

12.2 Outlook

If you are using Outlook 2002 and higher, you can also specify that Outlook is to be queried in TK Suite Client under Windows. Click **Settings/Contact Sources/Outlook** to activate this function.

Please note that Outlook may signal an alert if external programmes query e-mail addresses. This is designed to prevent the Outlook addressbook spreading worms and other viruses.

Unfortunately, it is not possible to stop the alert message being displayed for trusted programmes at the moment. If you find this annoying, disable the e-mail address querying function.

12.2.1 Searching for Phone Numbers

TK Suite Client attempts to find a number using a contact. To make sure this functions in Outlook, enter numbers in canonical form here. A canonical numbers looks like this: `+CC (LAC) LN`.

`CC` is the country code, `LAC` the local area code and `LN` the local number. Unfortunately, this representation is not fully homogenous and sometimes the leading zero for local area codes is cut off.

The brackets around the local area code are frequently missing for numbers from other address sources such a PDAs or mobile phones. TK Suite Client attempts to bear these deviations in mind when searching Outlook.

Example: instead of 0521/447090, enter +44 (0521) 447090 or +44 (521) 447090 or +44 521447090.

12.3 MAC OS Addressbook

You can also search the MAC OS addressbook as an option under MAC OS X. Click *Settings/Contact Sources/MAC OS Addressbook* to activate this function.

12.4 Importing External Contacts

Click *Import Contacts* to import external contacts from the search results field into TK Suite Contact.

13 Importing/Exporting Contacts

13.1 Importing

Connecting external data sources allows you to search contact records stored external to TK Suite Contact. If you use a contact database (for instance, per LDAP) which does not allow searching in this manner, you can still import the data stored there.

The database must allow the contact data to be imported as a text file to do this. The import function requires a line format where the first line contains the field names. Click *Applications/TK Suite Contact Import/Export* in TK Suite Contact to import the exported file afterwards.

The fields contained in the text file need to be mapped against the fields in TK Suite Contact to import in this manner. Make the assignment in the import dialogue or select one of the assignment schemes supplied.

Start importing after the assignment has been carried out. Check TK Suite Contact to see whether the import has taken place to your satisfaction. If not, you can reverse the import and adapt the assignments.

During the import, the contacts are set up under the user account under which TK Suite Client is set up on the server.

13.1.1 Separators

You can usually use a character as a separator when exporting the data from your database. Use the same character when importing so that the fields are recognised.

13.1.2 Assigning Fields

The left-hand side of the import dialogue shows the import file fields recognised. If a data record can be seen, the field name is missing in the first line. If this line was not generated when exporting the database, you can add it afterwards using a text editor.

The right-hand side shows the TK Suite Contact fields available. If you need further address and communication fields, use both number fields to add fields.

Importing/Exporting Contacts

Use drag and drop to arrange the fields. For instance, click the *Contact Field Name* and drag it to the matching field in the export file.

13.1.3 Allocation Scheme

Finished assignments are supplied by Outlook Express und the Mozilla addressbook for exported files. Select one of the two schemes if required.

13.1.4 Setting Up Allocation Schemes

For experts: You can set up an assignment scheme yourself. An assignment scheme is a text file consisting of two sections: a header and an assignment section.

Header:

```
#info:<descriptive text>
#sep:<separator>
#mode:<pos|key>
#header=<0|1>
```

Enter general information for the scheme in the assignment scheme header. Enter a description of the scheme under *<descriptive text>*. Enter the separator to be used under *<separator>*. Set *pos* as the value under *mode* if you want to carry out field assignment based on the sequence of columns in the export file. Set *key* to carry out assignment via the column names. Set *header* to *1* if the first line in your export file contains the column names, otherwise set *0*. It makes sense in any case to use columns names for the *key*.

Assignment section:

```
tk suite field 1=export field 1
tk suite field 2=export field 2
...
```

Specify the assignment of the field in the assignment section. If you have set *pos* as a value for *mode* in the header, the name of the *export field* does not play a role. If you have set *key* as a value for *mode*, the column name is used for assignment.

Save your scheme under a file name with .map as the ending. You will be able to use the scheme after restarting TK Suite Set. It is best if you use one of the two schemes Mozilla (*pos* mode) or Outlook (*key* mode) at the starting point.

13.2 Exporting

You can also export contacts from TK Suite Contact in a text file. Analogue to importing, you have the option here of assigning the TK Suite Contact fields to the fields in the destination file. If you have selected a scheme, its settings also apply for exporting.

14 Several TK Suite Servers

For experts: You can also set up several TK Suite servers with various log ons. This is useful when TK Suite Client is installed on a notebook, and it is used in various networks (for instance, at work and at home).

Selecting the servers to be used can either take place manually as a profile, or automatically using the current IP address.

14.1 Profiles

Enter a profile name under Settings/Server in front of the IP address or the name of the TK Suite Server.

Server: #tksuite_work/192.168.11.2,#tksuite_home/192.168.106.,100

In this example, TK Suite Server with the address 192.168.11.2 is used for the profile tksuite_work and the server with the address 192.168.106.100 for the profile tksuite_home.

Use exactly the same method for user names and the password.

User name: #tksuite_work/carl,#tksuite_home/father

Password: #tksuite_work/netsalary,#tksuite_home/pocketmoney

14.1.1 Choosing Profiles

Click the progress meter (green/red field: bottom-right) and select the profile required.

Select the entry (*auto*) to use automatic recognition instead of a profile.).

14.2 Automatic Recognition

If the various locations are in networks, and these are differentiated between using private (intranet) IP addresses, you can also use the characteristics of these addresses for automatically selecting the correct TK Suite Server.

Enter a network pattern under Settings/Server in front of the IP address or the name of the TK Suite Server:

Server: 172.111.*/172.111.11.2,192.168.106.*/192.168.106.100

In this example, TK Suite Server with the address 172.111.11.2 is used if the computer has a network address assigned in the following area 172.111.*. The server with the address 192.168.106.100 is used for the network with the IPs 192.168.106.*.

Several TK Suite Servers

Use exactly the same method for user names and the password.

User name: 172.111.*/carl,192.168.106.*/father

Password: 172.111.*/netsalary,192.168.106.*/pocketmoney

14.3 Default

You can also set a default besides a combination of both possibilities described. It is best to write these before all the others. TK Suite Client tries the settings out in the following order: a selected profile, the best matching automatic recognition and then the default.

15 More Information

15.1 Dialling over http

You can also trigger dialling a number via an http query to TK Suite Server. The http request needs to be structured as follows:

```
http://tksuiteserver:5080/Contact?call=number
```

Enter the appropriate values for `tksuiteserver` and the `number`. The call is set up via TK Suite Client which runs on the same computer as the browser where you need to click the appropriate link in the browser window.

This method is useful if you want to use other databases with an html user interface for simplified dialling in TK Suite.

15.2 Browser Settings

An HTML browser is used for operating the web-based applications in TK Suite Server (Set, Contact, Bill, Settings). Various browsers are used depending on the operating system. Click ***File/Settings/Server*** to set the browser you want to use.

15.2.1 Windows

Internet Explorer is used as the default browser under Windows. But you are free to use another browser set. In this case, the same browser (for instance, Mozilla or Opera) is used as when you enter a URL in the Windows Start menu.

You can also use Mozilla Active X Control which is compatible to Internet Explorer as a third possibility. This needs to be installed separately. Go to www.mozilla.org for more information.

15.2.2 Linux

You can use either Mozilla or KDE Konqueror as browsers under Linux. TK Suite Client calls in the script `browser.sh` to start the browser. This script attempts to use the best method of controlling the browser.

The script uses the Bash shell. You can modify it to use other browsers.

15.2.3 MAC OS X

The system browser is always used under MAC OS X. You can start it here with the *open* command. This command recognises a URL and starts the default browser set in the system settings.

15.3 Saving Settings

The following settings are saved on the computer¹, on which TK Suite Client is running:

- Server settings
- Window positions
- Colours

The following settings are saved in TK Suite Server under the user account for the user logged in.

- Dialling for parties
- Parties in internal status
- Single-Button Dialling field

This approach allows you to log onto TK Suite Client on several computers using the same account details. Changes in one client (for instance, adding a Single-Button Dialling button) are adopted by the other clients automatically.

¹ Under Windows in the registry, under MAC OS X and Linux in profile files.