



Tool for Auto-Registered Phones Support

The Tool for Auto-Registered Phones Support (TAPS) is used in conjunction with BAT to update auto-register phones and replace phones with predefined device configuration.

The TAPS application resides on an Appserver and also requires components on the Cisco CallManager publisher.

Installers and users, refer to the section on [“TAPS for Installers and Users”](#) to retrieve the predefined configuration for your phone.

TAPS Overview

Use TAPS to update any phone. Protect important numbers by updating the TAPSSecureDN.txt file (installed in the same directory where TAPS is installed). Protect the directory number by entering one directory number in each line into the TAPSSecureDN.txt file.

Currently, BAT can insert a device record when the actual device does not exist. BAT provides an option that allows the administrator to create dummy MAC addresses.

When the devices are ready for configuration, the administrator updates the dummy MAC addresses with actual MAC addresses.

The MAC address is a complex, 12-character, hexadecimal (0-9 and A-F) number that can lead to error when communicating the MAC address. The administrator must also update all dummy devices in the Cisco CallManager database.

TAPS automatically updates the dummy records with actual MAC addresses and resets the devices:

- The installer can plug the device into a port and automatically receive the predefined configuration by dialing a TAPS number.
- The Cisco CallManager administrator does not have to be involved in updating the device records.
- TAPS does not require the use of a PC to update the auto-registered device record.

You also have the option to specify whether you want to update an auto-registered phone with a BAT-configured phone or a non BAT-configured phone with the following process:

SecureTAPS.exe

By default, TAPS allows updates to an auto-registered phone with a BAT phone.

Installing TAPS

This section provides the steps required for installing TAPS.

Prerequisites for TAPS Installation

The following prerequisites apply to the TAPS installation for BAT Release 4.0(1):

- Ensure TAPS is installed on the Cisco CallManager 3.0 with the primary publisher database.
- Ensure a Cisco Application Server (Appserver) resides in the same network domain as the Cisco CallManager.

Open **Repository Manager** and upload the TAPS.aef file, which is installed in C:\Program files\wfavvid.

Running the TAPS Installer

TAPS installs on Cisco CallManager and Appserver. During the BAT install, you will have the option to install TAPS (**Yes/No**).

Follow these steps to install TAPS:

Step 1 Click **Yes** to install TAPS.

All TAPS files are copied on to the Cisco CallManager server.

Step 2 Double click the file **ToolforAutoRegisteredPhonesSupport.exe** on the Appserver.

The installation process begins.

If you are reinstalling TAPS, a window displays the question “Do you want to reinstall TAPS?”



Note

Before running the reinstall, disable the TAPS application on the Appserver.

Choose **Main Menu > Applications > Disable Application** to disable TAPS on the Appserver Administrator interface.

Step 3 Click **Yes** to reinstall TAPS and continue with the installation or click **No** to exit the installation.

Step 4 Click **Next**.

Step 5 Enter the Cisco CallManager server IP Address.

Step 6 Click **OK**.

Step 7 Click **Next**.

Step 8 Click **Finish** to complete the installation.

Uninstalling TAPS

TAPS cannot be uninstalled separately. If BAT is uninstalled, then TAPS will also uninstall.

If a separate install of TAPS is running on the Appserver, perform the following steps to uninstall TAPS.

Step 1 Choose **Start Menu > Settings > Control Panel > Add Remove Programs**.

Step 2 Choose **TapsonAppserver**.

Launching TAPS

Separate procedures apply for administrators and installers to use TAPS.

TAPS for Administrators

In the Cisco CallManager Administration

- Create CTI Route points, CTI ports, and users.
- Assign a unique directory number to the CTI Route point and CTI ports for TAPS.



Note Ensure the directory numbers assigned to the CTI ports are in consecutive order.

- Assign a Special Auto Registration Range (for example, 1300 to 1400).
- In the Auto Registration Partition/Calling Search Space, allow auto-registered phones to only call TAPS (using the unique directory number or Administration Help).

For details, refer to the *Cisco CallManager Administration Guide*.

To begin using TAPS, choose **TAPS** from the services menu.

TAPS for Installers and Users

TAPS supports a maximum number of sessions equal to the number of CTI ports configured for TAPS. If the number of users dialing to TAPS exceeds the number of available CTI ports, those users will not be able to connect to the TAPS application.

Set Call Forward No Answer (CFNA) on the CTI Route point. If all CTI ports are in use, incoming calls are forwarded to the CFNA number.

Follow these steps to configure your phone:

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- Step 1** You receive a phone.
 - Step 2** Plug the phone into the port.
The phone auto registers and displays a number.
 - Step 3** Dial the TAPS number, provided by your administrator.
 - Step 4** Enter your personal extension number followed by #.



Note If the extension number is not unique, you must enter your 10-digit telephone number (area code and number).

- Step 5** To confirm, enter your personal extension number again, followed by #.
A confirmation displays.
 - Step 6** Hang up the phone.
The phone resets and displays your extension number.
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Contact your administrator if you experience any problems or see the TAPS log file in Cisco CallManager (BAT\TAPS\Logfile).

Halting TAPS

To stop the TAPS feature, close TAPS from the windows service.

