



Mitel Application Dialer for Connect User Guide

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Mitel for Application Dialer for Connect User Guide

Description: This Application Note describes the key user capabilities of the Mitel for Application Dialer for Connect.

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Introduction

This document describes the Mitel Advanced Applications Application dialer utility, referred to as AppDialer.

AppDialer runs on the user's PC and allows easy dialing of numbers from standard Windows Applications. To place a call, the user simply selects the text containing the phone number and either clicks the AppDialer tray icon or enters the configured AppDialer hot key. Alternatively, AppDialer also provides a manual call dialog. When the manual call dialog window is open, users can enter numbers to dial directly into the dialog or they can select numbers from the other application by clicking the tray icon or pressing the hot key to paste the number into the manual call dialog. When calling with AppDialer, users can configure a caller ID to be presented to the called party assuming the user's external trunk connection support overriding the default caller ID. Users can also invoke AppDialer with a name selected and AppDialer will perform a Mitel directory search and display up to five matching records. Users can then double click a displayed directory entry to call that party. AppDialer has been tested and works well with a number of standard Windows Applications including the various Microsoft Office applications such as Word, Outlook, Excel and PowerPoint. It has also been tested with a number of third party applications.

This version of AppDialer supports Mitel MiCloud Connect and MiVoice Connect. Where previously we recommended that Mitel MiVoice Connect users would prefer to use the TAPI based version as it provided a caller ID override capability, that support has now been added to this version. Note that users will need to be running a recent version of the Mitel phone system software where caller ID override capabilities have been added to the Mitel software interface (CAS) that AppDialer uses. Caller ID override support is available in PBX build 21.79.6900.0 and later.

Requirements

AppDialer requires the Microsoft .NET Framework

AppDialer was developed using Microsoft's .NET framework. Therefore it requires that the user install the framework if it hasn't been previously installed. If needed, the install program will direct the user to the Microsoft web site to download and install .NET before installing AppDialer.

Mitel Advanced Applications Licensing Server

For MiVoice Connect (vs. MiCloud Connect), the Mitel Advanced Applications Licensing Server must be installed and running on the customer Mitel Headquarters server and either a trial or permanent AppDialer client license installed on the licensing server and assigned or available for each user who wants to use the AppDialer client. This is the trial license key good for up to 5 users for 45 days that can be used for AppDialer:

```
AppDialer|5|Trial License| |0|3/5/2010 20:15:37|3/5/2010|4/19/2010|
|0|1440|6YPNVZITDahDHTRFOPuvaw|1.0|TmclXLkD2FGV/cw4LrB/SsdETpAtDDnAQnoAUcimv
wBmRmb3nGAdzQ==
```

You'll want to select the text from the word "AppDialer" at the start through the double equal signs at the end.

Trunk Provider must be configured to allow ANI Override

The telephone trunk provider must support overriding ANI and the format of the ANI must match the requirements of the trunk provider. It is suggested you experiment with ANI override to determine how and what is possible with your trunk provider. For example, typically the supplied ANI must be in canonical format (i.e., starting with a + sign like +12035551212.)

Limitations

Applications must support Ctrl + C to copy text to the clipboard

AppDialer actually gets at the selected number in an application by determining the focused window of the foreground application and sending it a Ctrl + C keystroke to get it to copy the selected text to the clipboard. Therefore, the application must support the Windows standard of Ctrl + C to copy selected text to the clipboard.

Applications must interface with the clipboard quickly

Certain applications may hold on to the clipboard for an extended period of time when text is copied from them. This can cause AppDialer to have to wait which will delay the response to the hot key or tray icon click. Some application will not respond fast enough and so are incompatible with AppDialer.

Terminal Server AppDialer can only access the current session

While AppDialer can be used in conjunction with Terminal Server applications it can only be used when running within the same session. If AppDialer is running outside of a Terminal Server session it cannot capture numbers from applications running within the Terminal Server session.

AppDialer can't change caller ID when used with the Mitel Account Code service

While AppDialer can be used to place call when a user is configured to use the Mitel Account Code service, any caller ID (ANI) override that is attempted will be lost.

Installation

To install AppDialer, unzip the AppDialer zip file to a folder and from the folder run AppDialerSetup.exe and follow the prompts. Click next and select the installation folder. Click next to confirm the installation and when the installation completes, click the close button. You should now have a Mitel AppDialer shortcut icon on your desktop:



You should also have a *Mitel AppDialer* item added to your *Start | Programs | Mitel* group:



Depending on how and where you are using AppDialer you may need to configure several of the settings before AppDialer will function correctly. See the section below on settings for details on how to update the settings.

Usage

Once installed you are ready to run the application and use it. You can start AppDialer by double clicking the desktop icon or selecting the item in the Mitel programs group. Once started, the AppDialer icon should appear on your Windows tray:



Using AppDialer is as easy as selecting a number in a Windows application and either clicking the AppDialer tray icon or entering the hot key. When first installed, the default hot key is Ctrl + 1 but this can be changed via the application settings (see below.) For example, if you run Notepad, type in a number, select the number and then click the icon or enter the hot key the system should place a call. If it can't for any reason it will generate an error tone (beep) and display the reason in the log view.

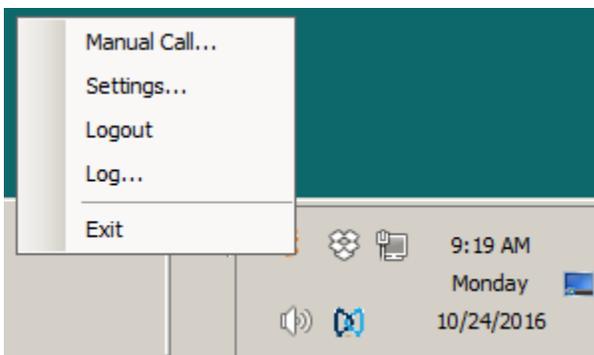
AppDialer will remove all non-digit characters from the selected text before attempting to dial. If the number starts with a plus sign indicating an international number then AppDialer will dial the country's international dialing prefix and then the number. If the number lacks a long-distance access code then the number is prefixed with the long-distance code.

Some examples assuming the user is calling from North America (country code 1 which uses international access code 011 and long-distance access code 1.):

<u>Selected Text</u>	<u>Number Dialed</u>
+1 (203) 555-1212	12035551212
1 (203) 555-1212	12035551212
(203) 555-1212	12035551212
2035551212	12035551212
+7 123 456 789 01177123456789	

Tray Icon Context Menu

To access the AppDialer's context menu, right click the icon to display the pop-up menu:



The AppDialer menu supports 5 choices:

- **Manual Call...**
Displays the manual call dialog to support manually making a call.
- **Settings...**
Displays the settings dialog to set and change the settings.
- **Logout (or Login...)**
Shows either Login... if the AppDialer isn't currently logged into the user's Mitel phone or Logout if the user is currently logged in. See the section below on the Mitel Login Dialog.
- **Log...**
Displays the log view for checking the application's response to dial requests. See the section below on the Log View.
- **Exit**
Exits the application. Note that this is the only way to shutdown the application.

Mitel Unified Sign In

Depending on your Mitel CLOUD configuration, you may see the following window to log in to Mitel MiCloud Connect application. To log in, use the same credentials that you use to log in to the Connect client. (For information about Mitel single sign-on, see the [Mitel Unified Sign In](#) knowledge base article.)

Mitel AppDialer

Mitel

Sign in to Mitel
to continue to Mitel AppDialer

Enter your password for john.smith@abc.com

Password

Back Next

[Forgot Password](#)

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Manual Call Dialog

Use the manual call dialog to manually make a call using AppDialer:

The image displays two screenshots of the 'AppDialer Manual Call' dialog box. Both screenshots show the same configuration: the 'Number to Call' field is set to '+1 (203) 261-5938', and the 'Select ANI Override' radio button is selected. The 'ANI (Caller ID) Override' section includes a 'Fixed ANI Override' dropdown set to '543', a 'Select ANI Override' text field containing '2035551212', and a state dropdown set to 'Connecticut'. The bottom screenshot shows the 'Call' button highlighted, indicating the call is being initiated.

To make a call with the manual call dialog either enter a number into the **Number to Call** field or select a previously entered number from the drop down. You can also copy a number from another application into the

Number to Call field by clicking the AppDialer tray icon or by pressing the hot key while the manual call dialog is open, unlike when the dialog is closed when clicking the tray icon or pressing the hot key will immediately makes the call.

Depending of if and how you want to place the call in such a way that it changes the **ANI (Caller ID) Override** option to control the caller ID which will present to the called party. You have several options:

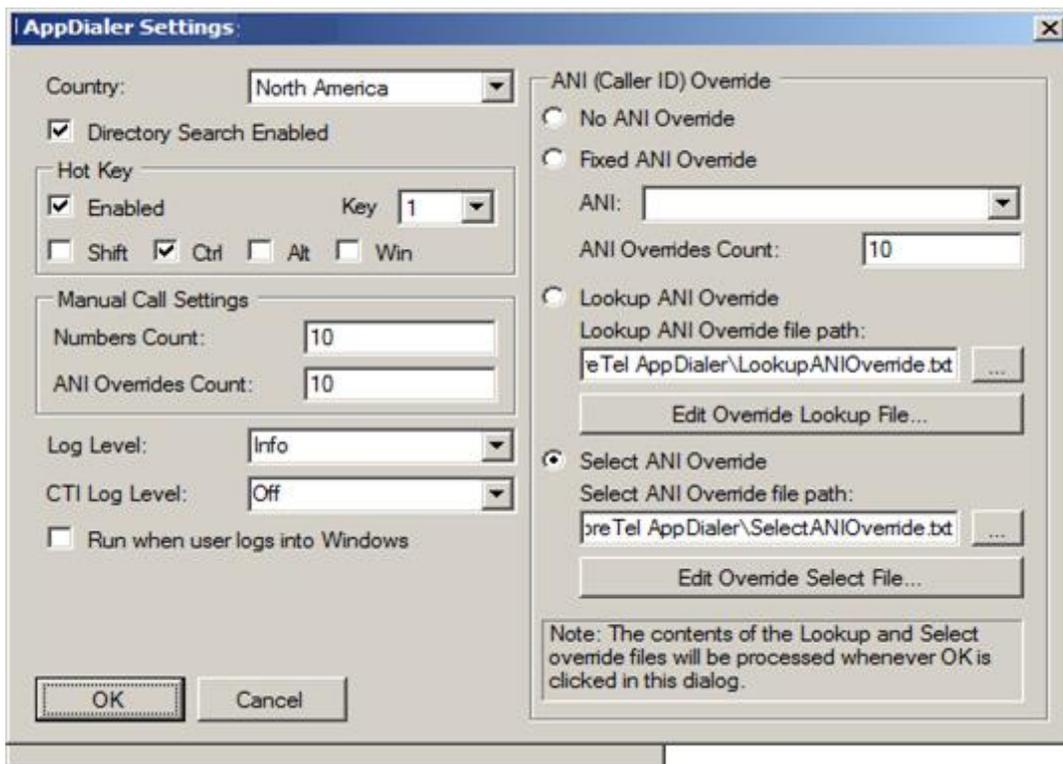
- **No ANI Override**
Select this option if you don't want to alter the Caller ID which will present to the called party for this call.
- **Fixed ANI Override**
Select this option and enter an ANI number or select a previously entered ANI number to select the Caller ID which will present to the called party for this call.
- **Lookup ANI Override**
Select this option if you want AppDialer to lookup the ANI override to use based on the phone number being called. See the discussion on the LookupANIOVERRIDE.txt file below for more details.
- **Select ANI Override**
Select this option if you want AppDialer to prompt the user to select the ANI override to use at the time of the call based by picking from a list of named entries. See the discussion on the SelectANIOVERRIDE.txt file below for more details.

***Note:** The user's ability to select how and if ANI is overridden may be disabled by their Administrator via the registry setting LockANISettings. See the section below on the LockANISettings setting and other registry settings.*

To place a call to the number while leaving the Manual Call dialog open, click the **Call** button. To call the number and close the Manual Call dialog, click the **Call and Close** button. To close the dialog, click the **Close** button. To remove any numbers and caller ID from the two lists in the manual call dialog click the **Reset** button. It will prompt the user for confirmation.

Settings Dialog

Use the settings dialog to change some of the overall configuration settings for AppDialer including the default rules for how ANI should be overridden:



The settings are as follows:

- **Country**
Set this to the user's calling country. When first installed North America will be selected. Currently we support the following countries:
 - Australia
 - Austria
 - Belgium
 - Brazil
 - Chile
 - Columbia
 - Costa Rica
 - France
 - Germany
 - Ireland
 - Mexico
 - Netherlands
 - New Zealand
 - North America
 - Peru
 - Spain
 - Sweden
 - Switzerland
 - United Kingdom
- Directory Search Enabled

Normally, for AppDialer to dial a number you must select some digits. However, if AppDialer if Directory Search is enabled then a user can also use AppDialer to search the Mitel directory for the selected text if it the text doesn't contain a number. When used to perform a Directory Search AppDialer will always display a popup window in response showing up to five matches. In response a user can double click one of the entries to call that person or they can change their mind and close the dialog by clicking the close button in the upper right corner. This shows an example of the Directory Search Dialog:

Availability	Name	Number
<input checked="" type="radio"/> Online	Higgins, Maura: Extension	3436
<input type="radio"/> Unknown	Higgins, Maura: Business	+1 (408) 331-3436
<input type="radio"/> Unknown	Higgins, Maura: Mobile	+1 (408) 203-6877
<input checked="" type="radio"/> DND	Higgins2, Maura: Extension	2582
<input type="radio"/> Unknown	Higgins, Vikki: Business	+61 2 61626913

- **Hot Key**
These settings control the hot key used to request that a selected number be dialed. This is an alternative to clicking the AppDialer tray icon. The default hot key at the time of install is Ctrl + 1. The Hot Key settings let you enable or disable support for the hot key using the Enabled checkbox. If you change it you should select a value which is not used by the applications you wish to be able to call from. To change the hot key, select the new value from the Key drop down and select any modifier keys (Shift, Ctrl, Alt and Win) which should be pressed at the same time by the user to trigger the hot key. For example, to make the hot key Ctrl + Alt + A you would select 'A' in the Key dropdown and check the Ctrl and Alt modifiers and uncheck the Shift modifier.
- **Manual Call Settings**
These two settings controls are used by the manual call dialog to control how it remembers numbers and ANI. Specifically, the Numbers Count setting controls how many dialed numbers are remembers and the ANI Overrides Count controls how many ANI Override numbers are remembered.
- **Log Level**
AppDialer supports a log view which can be displayed by selecting the Log... menu item from AppDialer's context menu (see the next section.) This setting controls the level of details shown in the log. Values include Off, Error, Warn, Info, and Debug. The default is Info. Setting to None is not recommended as errors will not be reported.
- **CTI Log Level**
AppDialer internally uses the Mitel "CAS" Computer Telephony Integration protocol to make calls on behalf of the user. This setting controls the logging related to the CAS requests, responses and events processed by AppDialer. Normally you will want to leave this set to Off unless requested to enable it by Mitel Technical Assistance (TAC.)
- **Run when user logs into Windows**

Check this if you want AppDialer to start automatically whenever you log into Windows. This way you don't have to remember to start AppDialer manually.

Note: The user's ability to select how and if ANI is overridden can be disabled via the registry setting LockANISettings. See the section below on the LockANISettings setting and other registry settings.

- **ANI (Caller ID) Override**

This setting controls whether AppDialer will also attempt to override the ANI (caller ID) used when making a call. There are four options:

1. **No ANI Override**

If selected then no ANI override is made when AppDialer makes a call.

2. **Fixed ANI Override**

If selected and a valid ANI is provided in the **ANI** field then calls made by clicking the tray icon or using the hot key will also set the ANI to present to the called party. Note that these settings are only used for calls placed directly in response to the tray icon click or hot key. Calls made using the Manual Call Dialog use the settings from the Manual Call Dialog settings. The **ANI Override Count** controls how many ANI numbers can be remembered in this dialog.

3. **Lookup ANI Override**

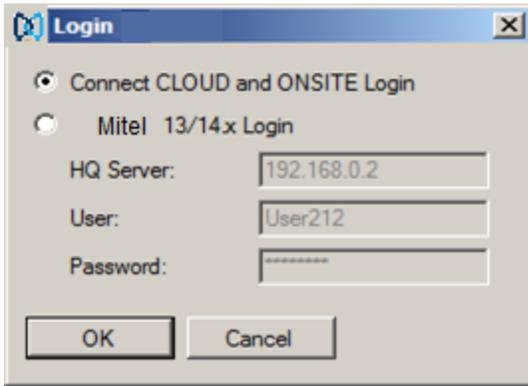
If selected then the **Lookup ANI Override file path setting** is used at startup and when this dialog is closed with OK to locate a text file containing a list of field pairs to process. This file defines the rules for matching part or all, of a dialed number to a corresponding ANI override number to be used when placing the call. See the section on the LookupANIOVERRIDE.txt file for additional details. To select a different file or location for the file enter the path directly or use the **browse (...)** button. To edit the file in the system default .txt file (typically notepad) click the **Edit Override Lookup File...** button. Note that we supply a default which contains only comments but details the specific format expected.

4. **Select ANI Override**

If selected then the **Select ANI Override file path setting** is used at startup and when this dialog is closed with OK to locate a text file containing a list of field pairs to process. This file defines the list of names for users to select and associated ANI override numbers that will be used when placing the call. See the section on the SelectANIOVERRIDE.txt file for additional details. To select a different file or location for the file enter the path directly or use the **browse (...)** button. To edit the file in the system default .txt file (typically notepad) click the **Edit Override Setup File...** button. Note that we supply a default which contains only comments but details the specific format expected.

Mitel Login Dialog

If the user selects the Login... option from the AppDialer menu, the Mitel Login dialog is displayed:



There are two ways for a user to login to the Mitel phone system depending on whether they are running Connect or ST13 or 14.x.

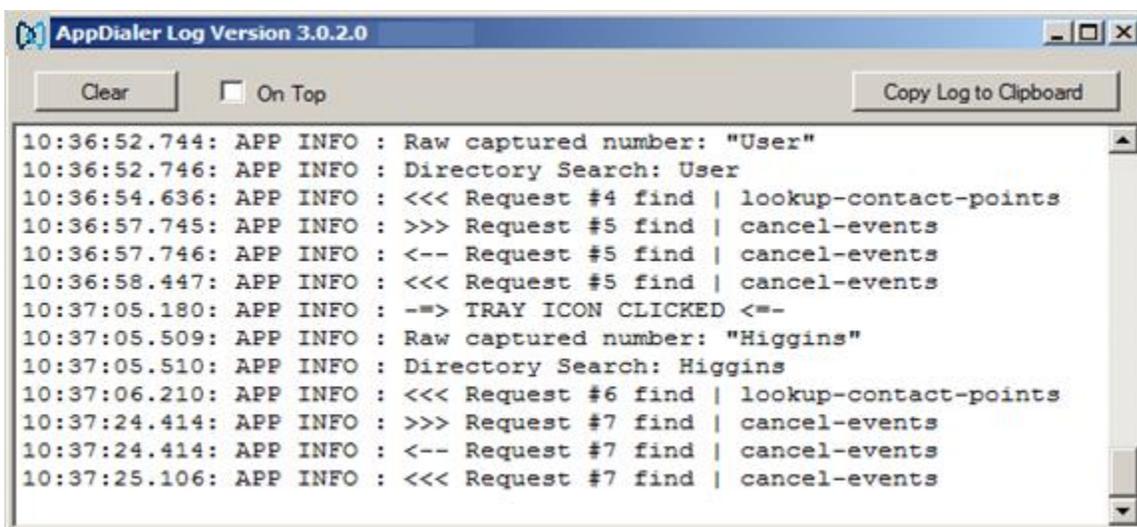
The default choice is to assume the user is using **MiCloud Connect and MiVoice Connect Login**. To use Connect login, the user must have logged into their separate Connect Client and selected Save Credentials in the login for AppDialer to be able to login to MiCloud Connect.

If the user is running Mitel version 13 or 14.x then they should select the second choice, **ST13/14.x Login**. When using ST13 or 14.x, the user must specify the **Mitel HQ Server** (Headquarters) name or IP address. They will also need to supply their specific **User name** and **Password**.

The login settings are remembered from run to run and AppDialer should automatically connect whenever it is started assuming the credentials are correct.

Log View

AppDialer supports a log view. This log can be displayed by selecting the Log... option from AppDialer's context menu (right click the tray icon.):



The current version of the application is shown on the Log window's title bar.

To close the log view, click the close box in the upper right of the window.

To clear the current contents of the log view, click the **Clear** button.

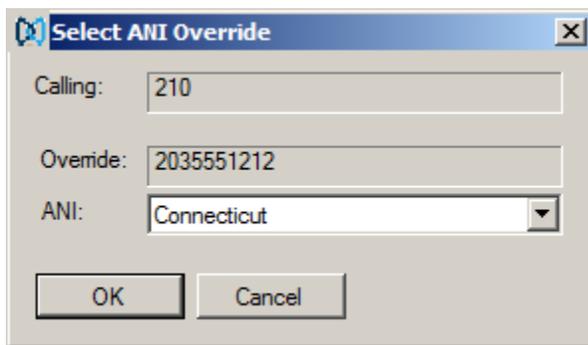
To copy and paste the full contents of the log to the Windows Clipboard, click the **Copy Log to Clipboard Button**.

To display the log view on top of other windows even when another application has the focus, check the **On Top** checkbox.

You can change the level of detail written to the log view by changing the Log Level and CTI Log Level values in the AppDialer settings dialog.

Select ANI Override Dialog

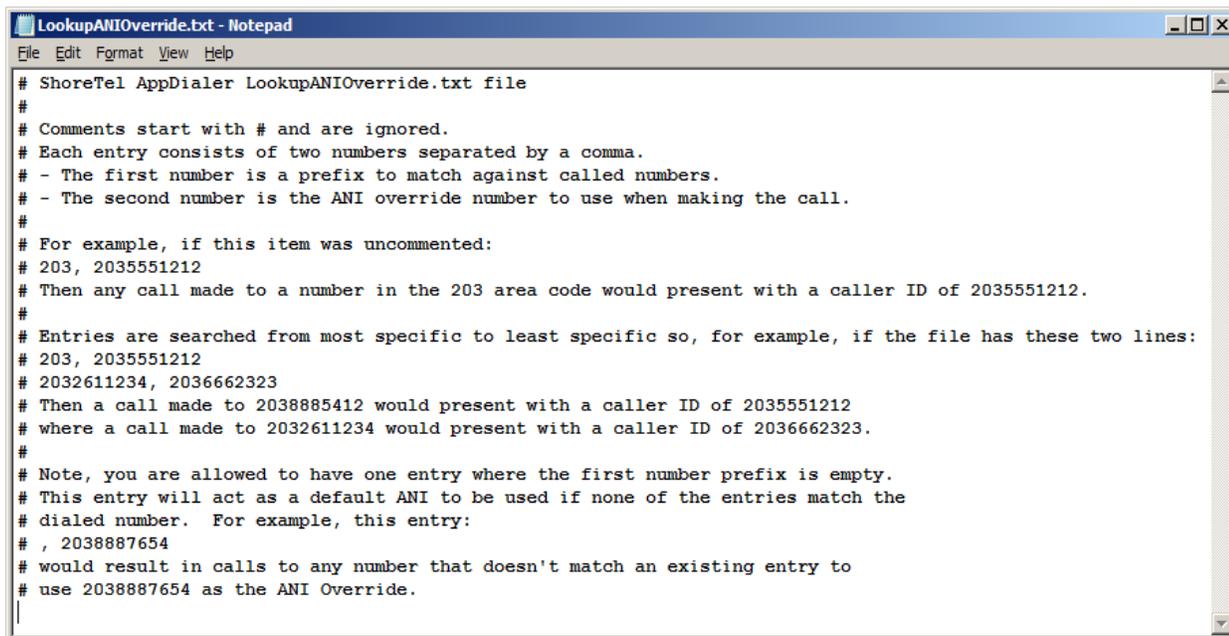
If the Select ANI Override ANI override mechanism is selected in the user's settings then this popup will appear when the user's triggers AppDialer with a number selected using either the configured hot key or by clicking the AppDialer tray icon. This dialog allows the user to select a specific ANI from the entries in the configured SelectANIOVERRIDE.txt file by name using the ANI field. As an ANI is selected the Override label will update to show the ANI Override value that will be used. The user can then make the call by clicking OK or cancel and not make the call by clicking Cancel.



LookupANIOVERRIDE.txt file

If you select the ANI (Caller ID) Override option Lookup ANI Override in the settings then whenever App Dialer is started or you click OK when closing the settings dialog AppDialer will attempt to read the specified file and process it. It will perform a lookup against the data read from the file whenever the user makes a call using AppDialer's hot key or by clicking the tray icon.

When first installed, this file is stored in AppDialer install folder and is named LookupANIOVERRIDE.txt. An initial "place holder" file is installed by AppDialer into the application's folder. This shows the contents of the file:



```
# ShoreTel AppDialer LookupANIOVERRIDE.txt file
#
# Comments start with # and are ignored.
# Each entry consists of two numbers separated by a comma.
# - The first number is a prefix to match against called numbers.
# - The second number is the ANI override number to use when making the call.
#
# For example, if this item was uncommented:
# 203, 2035551212
# Then any call made to a number in the 203 area code would present with a caller ID of 2035551212.
#
# Entries are searched from most specific to least specific so, for example, if the file has these two lines:
# 203, 2035551212
# 2032611234, 2036662323
# Then a call made to 2038885412 would present with a caller ID of 2035551212
# where a call made to 2032611234 would present with a caller ID of 2036662323.
#
# Note, you are allowed to have one entry where the first number prefix is empty.
# This entry will act as a default ANI to be used if none of the entries match the
# dialed number. For example, this entry:
# , 2038887654
# would result in calls to any number that doesn't match an existing entry to
# use 2038887654 as the ANI Override.
```

Any line that starts with the pound/hash sign (#) is considered a comment and ignored. Otherwise lines are expected to contain a pair of numbers separated by a comma. So, for example, if the file contains:

```
, 203-555-1000
203, 203-555-2000
408, 408-555-2000
718, 718-555-3000
```

Then a call made to 408-435-6543 would use an ANI override of 4085552000. A call to 203-659-3342 would use an ANI override of 2035552000.

Note the first entry in the list starts with a comma. It acts as a default in the case where a prefix of the number dialed doesn't match any of the first numbers. For example, a call to 617-543-6543 would use an ANI override of 2035551000.

While it is probably helpful to organize the lines in the file in numeric order from least specific to most specific it is not required for the application to correctly handle the lookup.

If needed, this file is processed when AppDialer first loads and whenever the Settings dialog is closed by clicking OK. This is fine when individual users maintain their own text LookupANIOVERRIDE file but if users are sharing a network accessible file then an edit made by one user will not trigger an automatic re-processing of the file. To use settings in the updated file, users will need to wait until the next time they restart AppDialer or deliberately access their AppDialer settings dialog and then click OK (no changes necessary) to trigger their AppDialer to process the updated file.

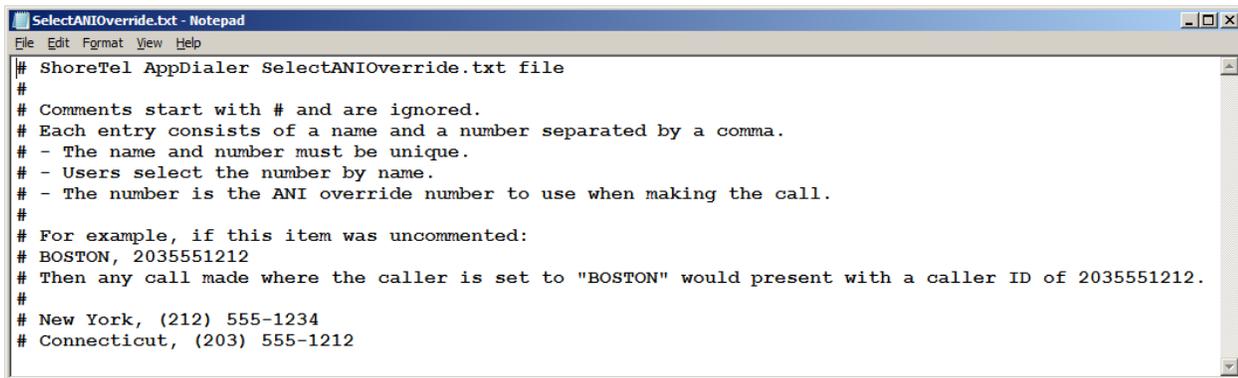
Whenever AppDialer processes the LookupANIOVERRIDE file it will log each non-comment line as well as any lines rejected. Lines will be rejected if they don't match the expected format or if the first number matches an

already processed line in which case the first one is retained and subsequent lines that match are rejected.

SelectANIOVERRIDE.txt file

If you select the ANI (Caller ID) Override option Select ANI Override in the settings then whenever App Dialer is started or you click OK when closing the settings dialog AppDialer will attempt to read the specified file and process it. It will use the contents to provide a popup with a drop-down list box to allow a user to select the ANI to use whenever making the call using AppDialer's hot key or by clicking the tray icon.

When first installed, this file is stored in AppDialer install folder and is named SetupANIOVERRIDE.txt. An initial "place holder" file is installed by AppDialer into the application's folder. This shows the contents of the file:



```
# ShoreTel AppDialer SelectANIOVERRIDE.txt file
#
# Comments start with # and are ignored.
# Each entry consists of a name and a number separated by a comma.
# - The name and number must be unique.
# - Users select the number by name.
# - The number is the ANI override number to use when making the call.
#
# For example, if this item was uncommented:
# BOSTON, 2035551212
# Then any call made where the caller is set to "BOSTON" would present with a caller ID of 2035551212.
#
# New York, (212) 555-1234
# Connecticut, (203) 555-1212
```

Any line that starts with the pound/hash sign (#) is considered a comment and ignored. Otherwise lines are expected to contain a pair of fields separated by a comma. The first field is the name and the second field is the number of an ANI to use to override. So, for example, if the file contains:

BOSTON, 508-555-1000

NEW YORK, 203-555-2000

CONNECTICUT, 203-555-2000

Then a call made to NEW YORK would use an ANI override of 2035552000. A call to CONNECTICUT would use an ANI override of 2035552000.

If needed, this file is processed when AppDialer first loads and whenever the Settings dialog is closed by clicking OK. This is fine when individual users maintain their own text SelectANIOVERRIDE file but if users are sharing a network accessible file then an edit made by one user will not trigger an automatic re-processing of the file. To use settings in the updated file, users will need to wait until the next time they restart AppDialer or deliberately access their AppDialer settings dialog and then click OK (no changes necessary) to trigger their AppDialer to process the updated file.

Whenever AppDialer processes the SelectANIOVERRIDE file it will log each non-comment line as well as any lines rejected. Lines will be rejected if they don't match the expected format or if the name matches an already processed line in which case the first one is retained and subsequent lines that match are rejected.

LockSettings, LockANISettings and other Registry Settings

The AppDialer stores the various user settings in the registry. Most of the settings are reflected in the Settings dialog and other features of AppDialer. However, two settings are not. These are the LockSettings and LockANISettings settings. They are both Boolean (True or False) values.

Lock Settings

If not defined, not set or not set to True then users can access the AppDialer settings dialog from the tray icon context menu. If this setting is set to True then users cannot access the AppDialer settings from the tray icon context menu. The intent is that this along with perhaps other settings can be set via a group policy.

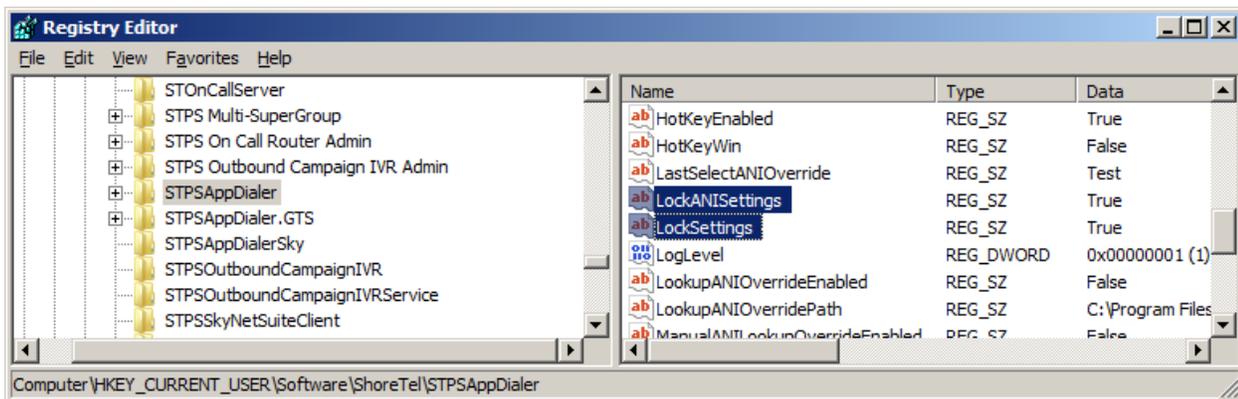
LockANISettings

If not defined, not set or not set to True then users are free to select any of the supported mechanisms available for overriding ANI. However, if this setting is set to True then users can't change their ANI override mechanism. This applies to the Settings dialog and the manual call dialog. The intent is that this along with perhaps other settings can be set via a group policy to point users to a shared read only copy of LookupANIOVERRIDE.txt or SelectANIOVERRIDE.txt and prevent them from using some other mechanism or file.

AppDialer stores its registry values at:

HKEY_CURRENT_USER\Software\ShoreTel\STPSAppDialer

This shows the Windows RegEdt32 open on the AppDialer's settings:



Note: The LockANISettings does not exist so you will need to create it (type REG_SZ) and set the value to "True" to lock the ANI settings from being changed by users.

Some of the other key registry settings that they may want to set via a group policy are:

- LockANIOVERRIDE(True or False)
This locks user's from selecting an alternative ANI method when making calls using AppDialer.
- ANIOVERRIDEEnabled(True or False)

- LookupANIOVERRIDEEnabled(True or False)
- SelectANIOVERRIDEEnabled(True or False)
To not allow ANI override, set all of these to False.
Otherwise set just one to True.
- LookupANIOVERRIDEPath(string with full path of the LookupANIOVERRIDE.txt file.)
SelectANIOVERRIDEPath(string with full path of the SelectANIOVERRIDE.txt file.)
These contain the path to the file used by either the Lookup or Select ANI Override.

Hook Library License

This application uses a third-party library to capture keyboard and mouse events system wide. This library can be found at:

<http://globalmousekeyhook.codeplex.com>

The library requires us to post the following notice in our documentation:

Copyright (c) 2004-2011, Application and Global Mouse and Keyboard Hooks .Net Library
All rights reserved.

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