

AddPac Telephony Service Provider (TSP)



AddPac

AddPac Technology
Sales and Marketing

www.addpac.com

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Overview

It is provide call dial and call drop using TSP (Telephony Service Provider) at outlook and third party TAPI application.

- Feature
 - Support call control feature
 - Support call dial
 - Support call drop
 - Support call state display
 - Not support feature
 - Inbound call handling
 - Support all windows environment

- Feature
 - Easy to dial and call drop at window TAPI application
 - Outlook, Outlook Express, Third Party TAPI Application, etc
 - Support Inter-operation with AddPac IPNext IP-PBX through Smart Messenger

What is TAPI?

The *Telephony Application Programming Interface* (TAPI) is one of the most significant API sets to be released by Microsoft .

- Support the development of communications applications for Microsoft Windows or Windows NT
- Telephony Interface
 - TAPI 2.X
 - A C-programming language based API
 - Enables you to implement communications applications ranging from basic modem control to call centers with multiple agents and switches.

What is TAPI?

Con't

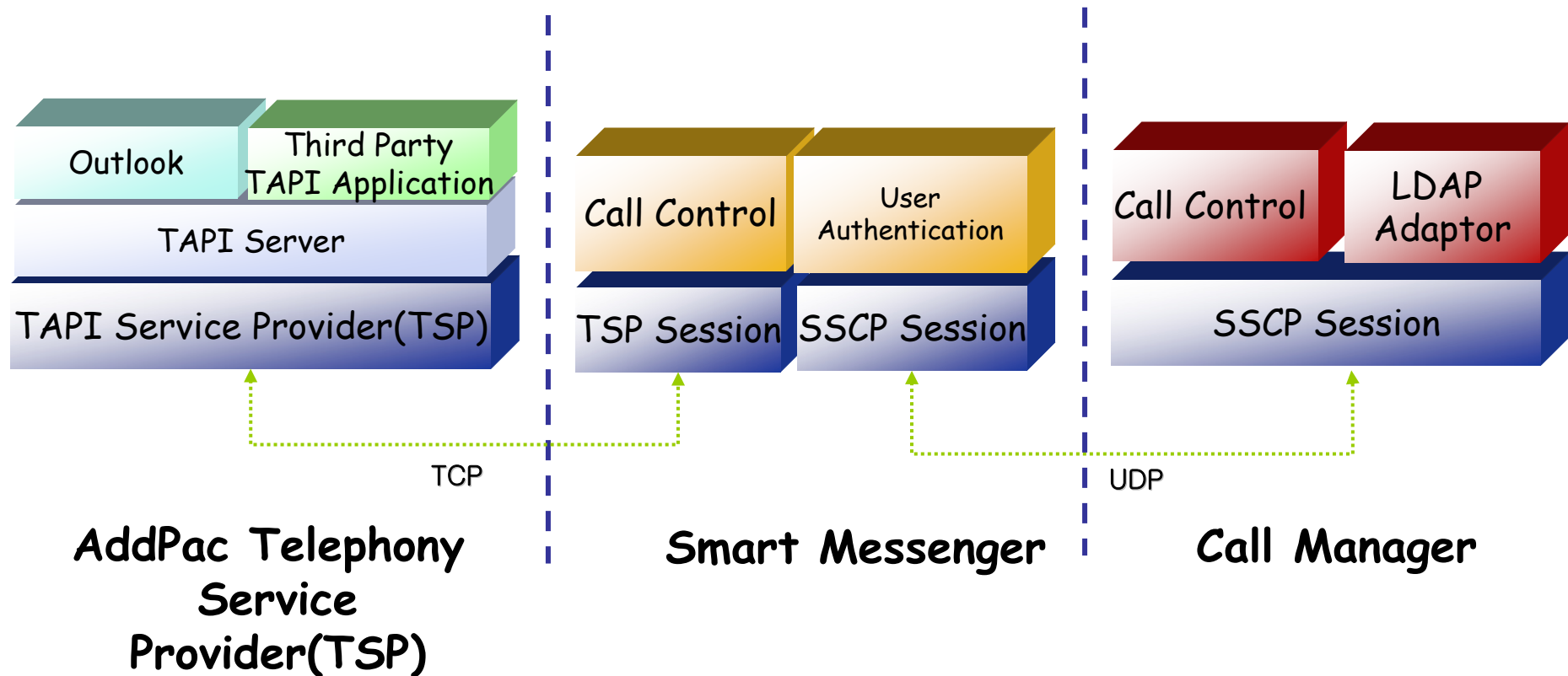
- Telephony Interface
 - TAPI 3.X
 - A COM-based API that merges classic and IP telephony.
 - TSPI
 - A telephony service provider (TSP) is a dynamic-link library (DLL)
 - Supports communications device control through a set of exported service functions.
 - A TAPI application uses standardized commands, TAPI passes information to the telephony service provider, and the TSP handles the specific commands that must be exchanged with the device.

What is TAPI?

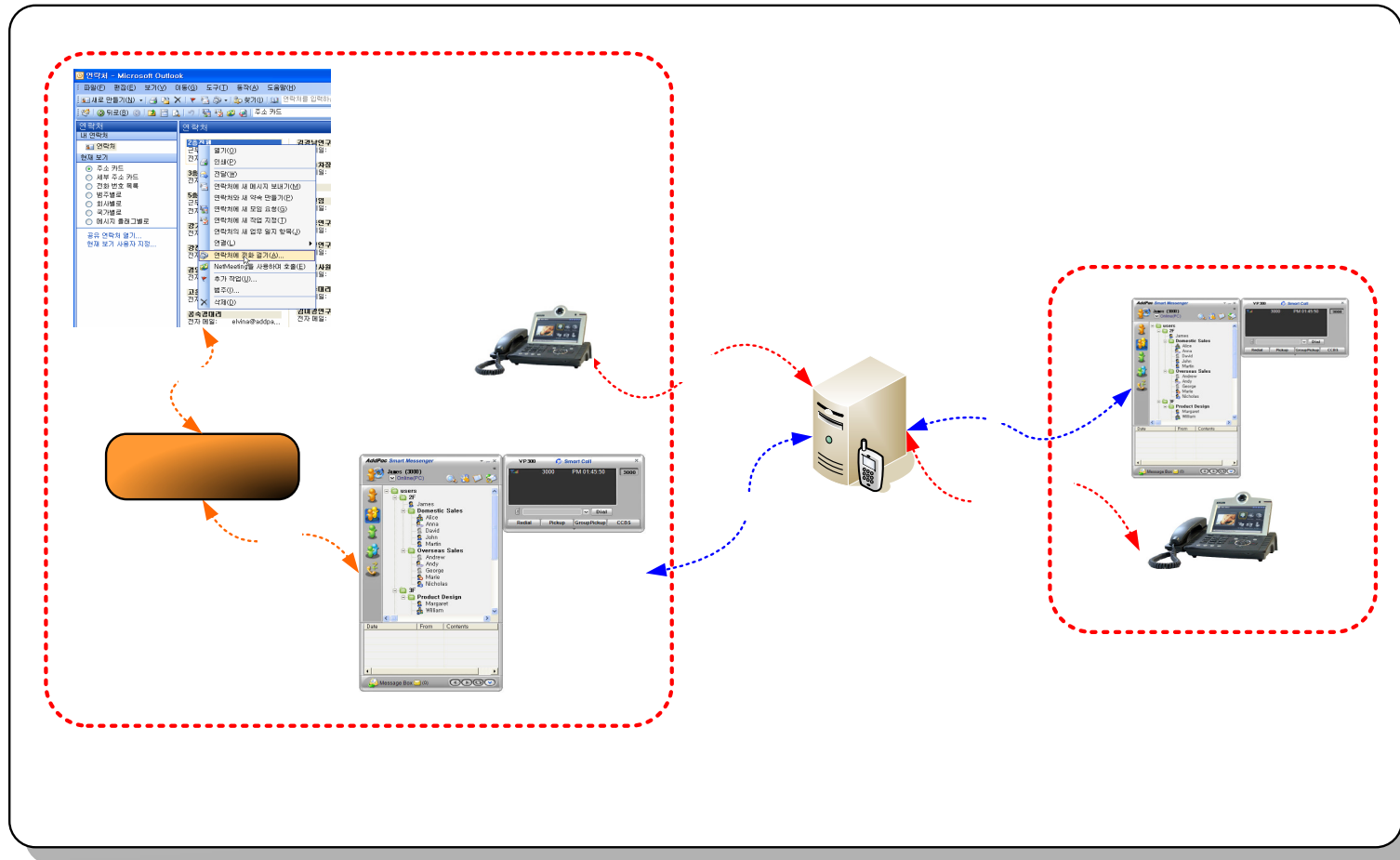
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- Telephony Interface
 - MSPI
 - A media service provider (MSP) allows an application considerable control over the media for a particular transport mechanism.
 - MSP is always paired with a telephony service provider (TSP).
 - Reference Site
 - <http://msdn2.microsoft.com/en-us/library/ms733433.aspx>

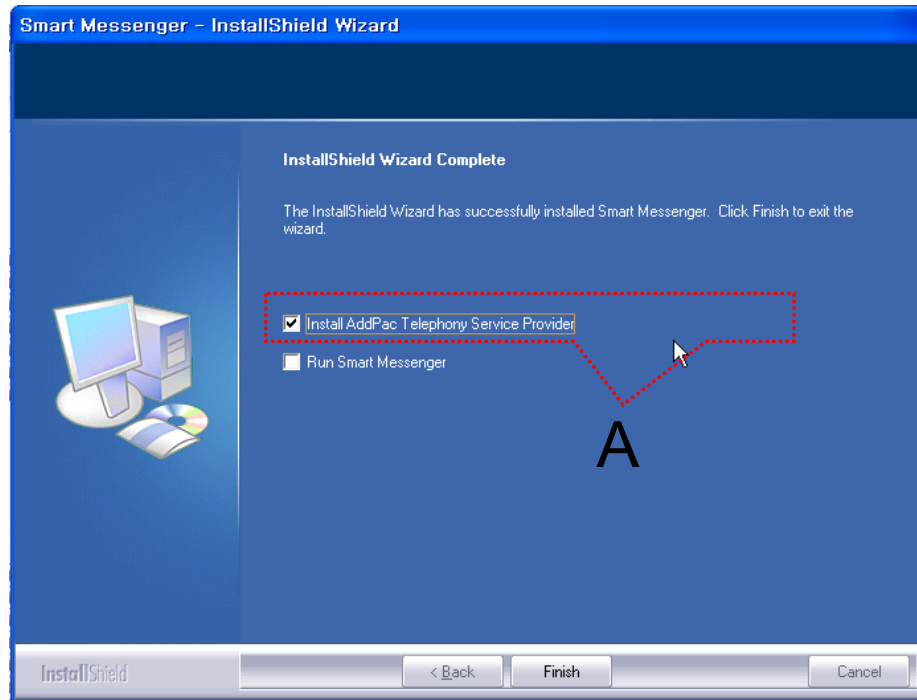
AddPac TSP (Telephony Service Provider) Structure



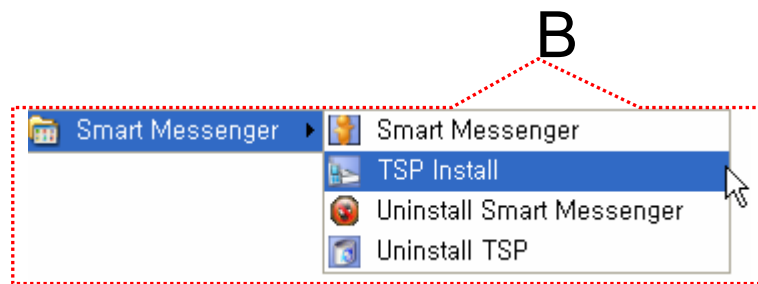
AddPac TSP System Diagram



AddPac TSP User Scenario

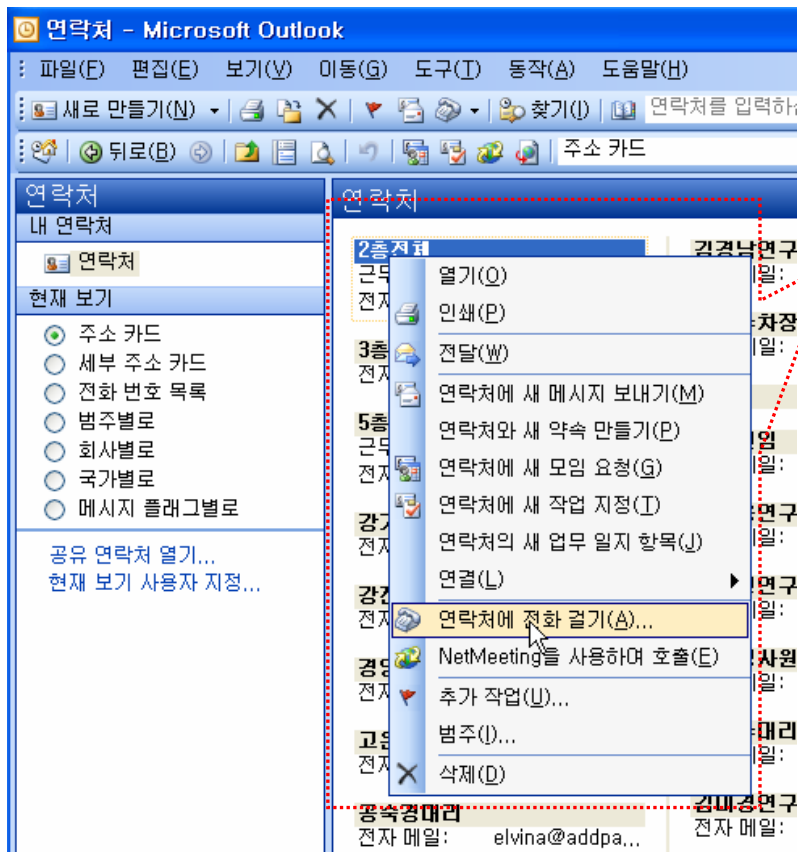


- TSP Install and Uninstall
 - TSP program can be installed with Smart Messenger application at program installation via “A” Part Check shown as left side picture.
 - Shown as “B” Part of left side picture, TSP program can be installed and uninstalled via Smart Messenger Program Menu



AddPac TSP User Scenario

Con't



A

- Call Dialing
 - Open Outlook Program -> select address book-> select contact address-> click the mouse right button->call dialing to contact address

AddPac TSP User Scenario

Con't

새로 걸기

전화 번호 Contact Name

연락처(C): 2층전체 연락처 열기(O)

번호(N): 4000 전화 걸기 속성(P)...

Phone Number 전화 걸 때 새 업무 일지 항목 만들기(J)

연결 상태: 온후크

전화 걸기(S) 전화 끊기(E) **Dialing Option** 전화 걸기 옵션(O)... 닫기

A

전화 걸기 옵션

빠른 전화 걸기 설정

이름(N) 전화 번호(U)

추가(D)

이름	번호
테스트	5003

삭제(E)

전화 번호 형식과 전화 걸기 설정

지역 전화 번호에 국가 번호 추가(C)

전화 걸기 속성(P)...

연결할 때 사용할 전화선(L)

Phone Line

회선 속성(L)...

Phone Line Attribute

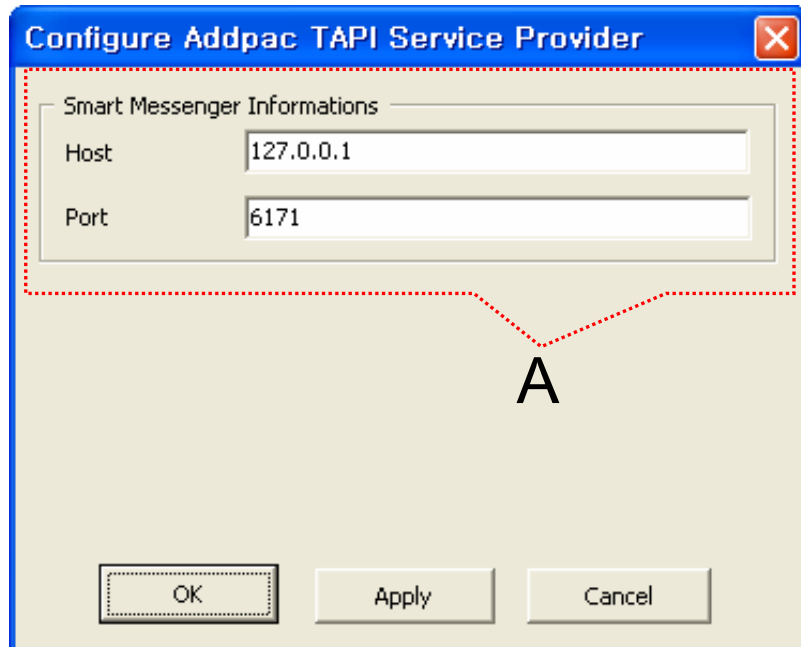
확인 취소

B C

- Dialing
 - If you want to dial using AddPac TSP, you should configure dialing option.
 - Click the Dialing option button-> Phone Line Information Setting as **AddPac Service Provider** -> Configure the Phone Line Attribution

AddPac TSP User Scenario

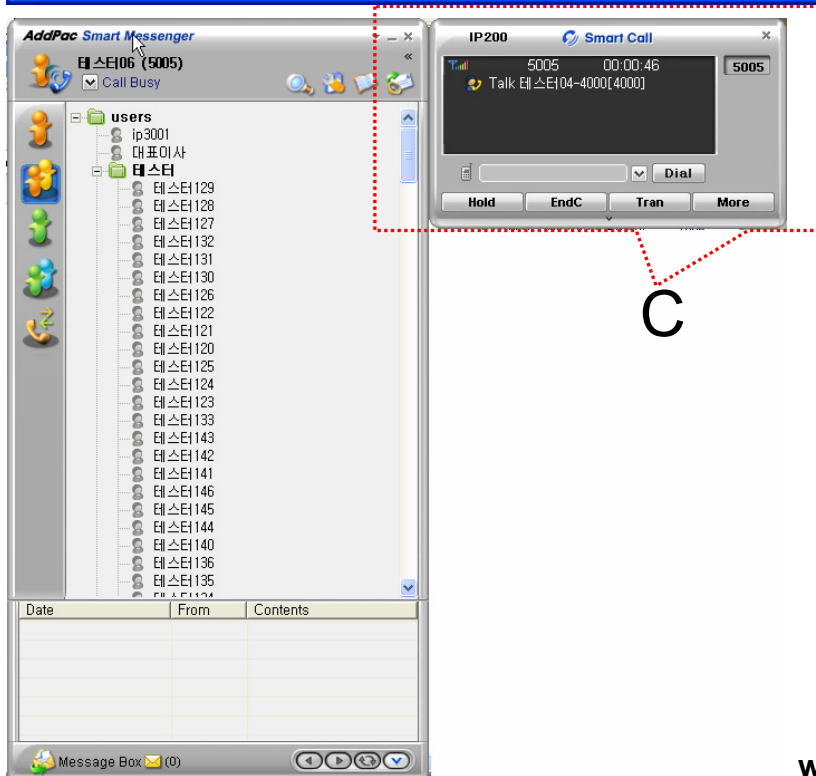
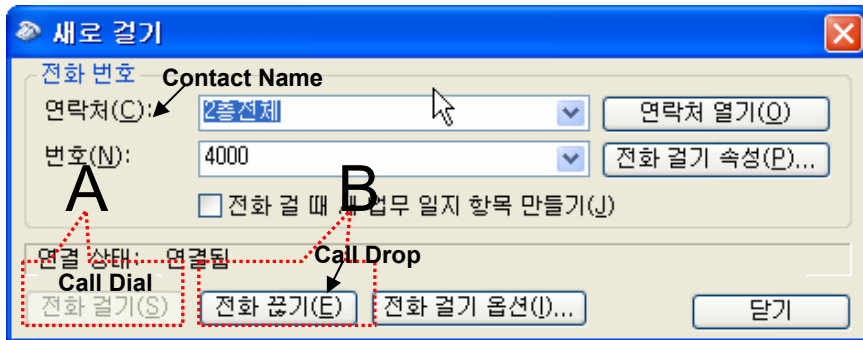
Con't



- Configure Phone Line Attribute
 - Click the Phone Line Attribute Button
 - After inputting connection information of Smart Messenger, click the “Apply” button to save information.

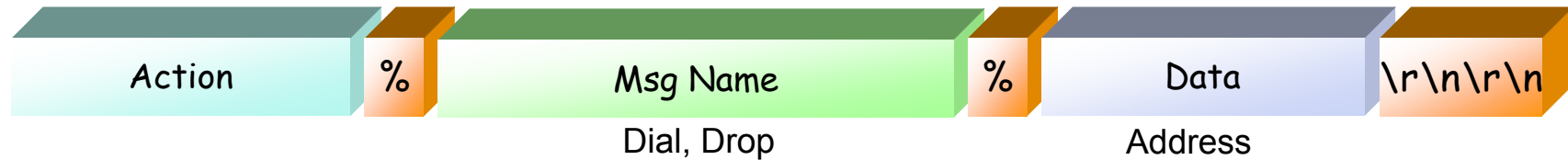
AddPac TSP User Scenario

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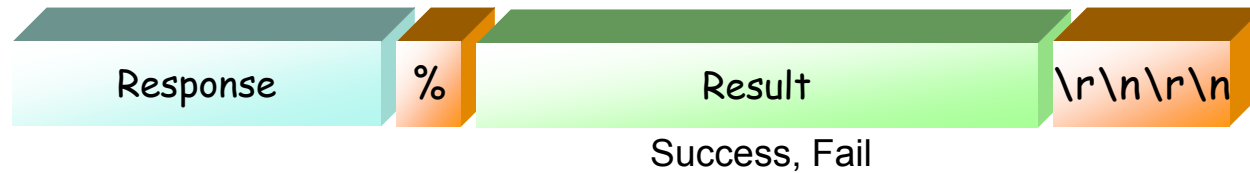


- If you click the Dialing button (“A” Part), Smart Messenger program is pop up, start the dialing procedure via AddPac IP-PBX, and display the call status information (“C” Part).
- If you want to disconnect call, click the call drop button (“B” Part).

AddPac TSP Message Structure



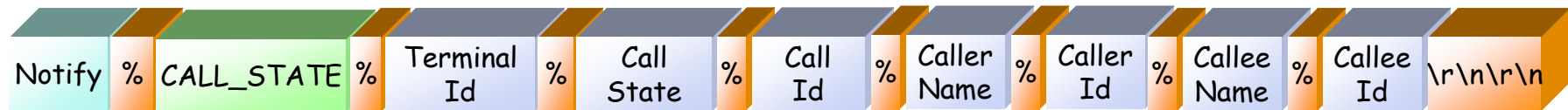
TSP Action Request Message



TSP Action Response Message

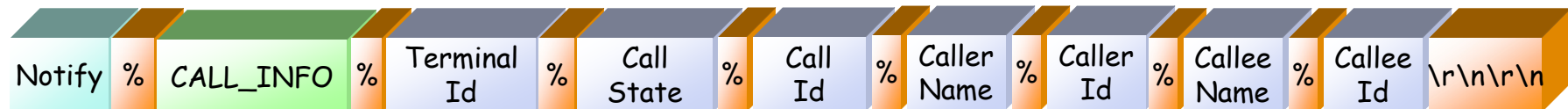
AddPac TSP Message Structure

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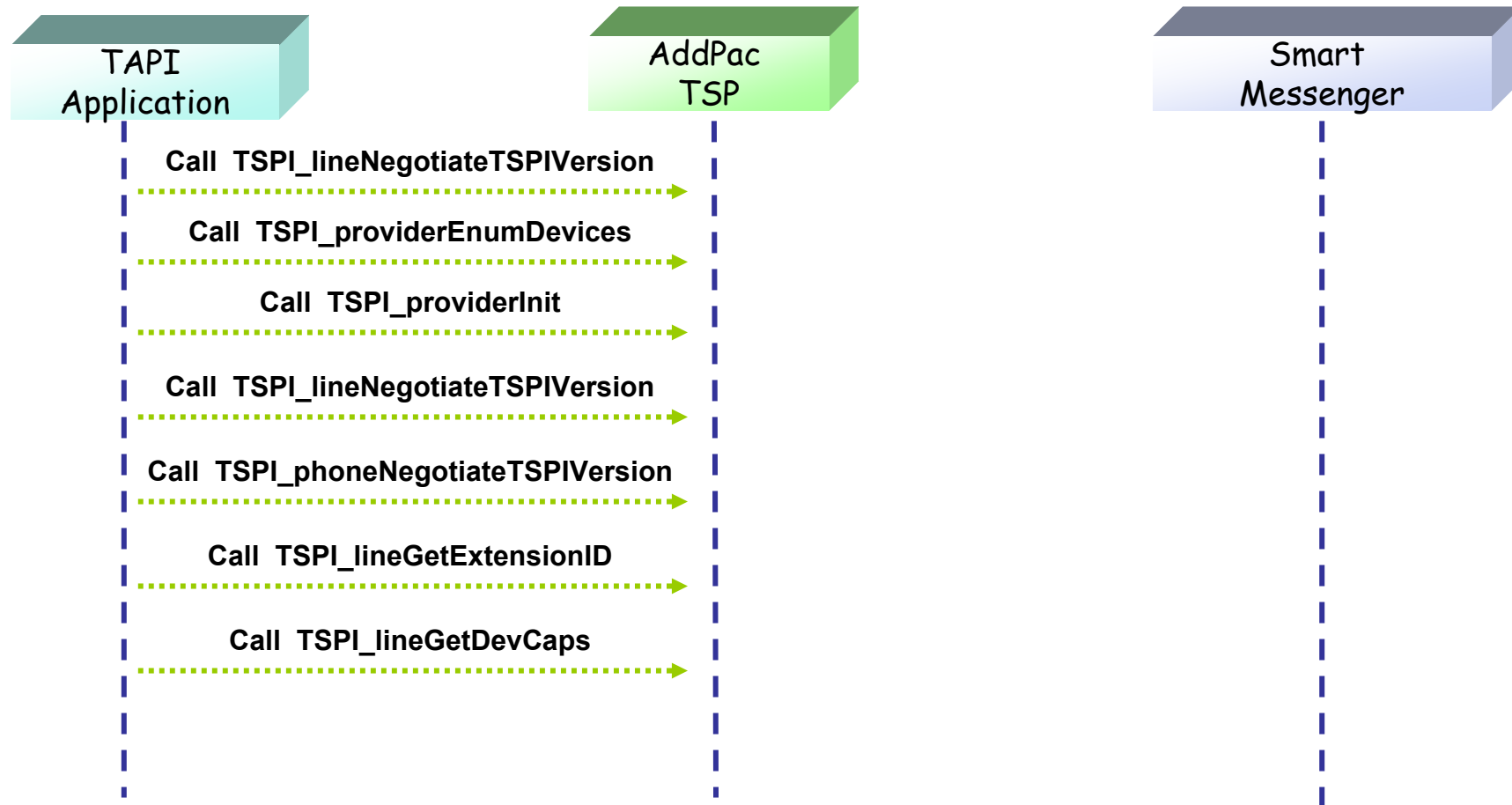
TSP Call State Notify Message

- Call State :OffHookState, ProceedState, RingBackState, ConnectedState, OnHookState



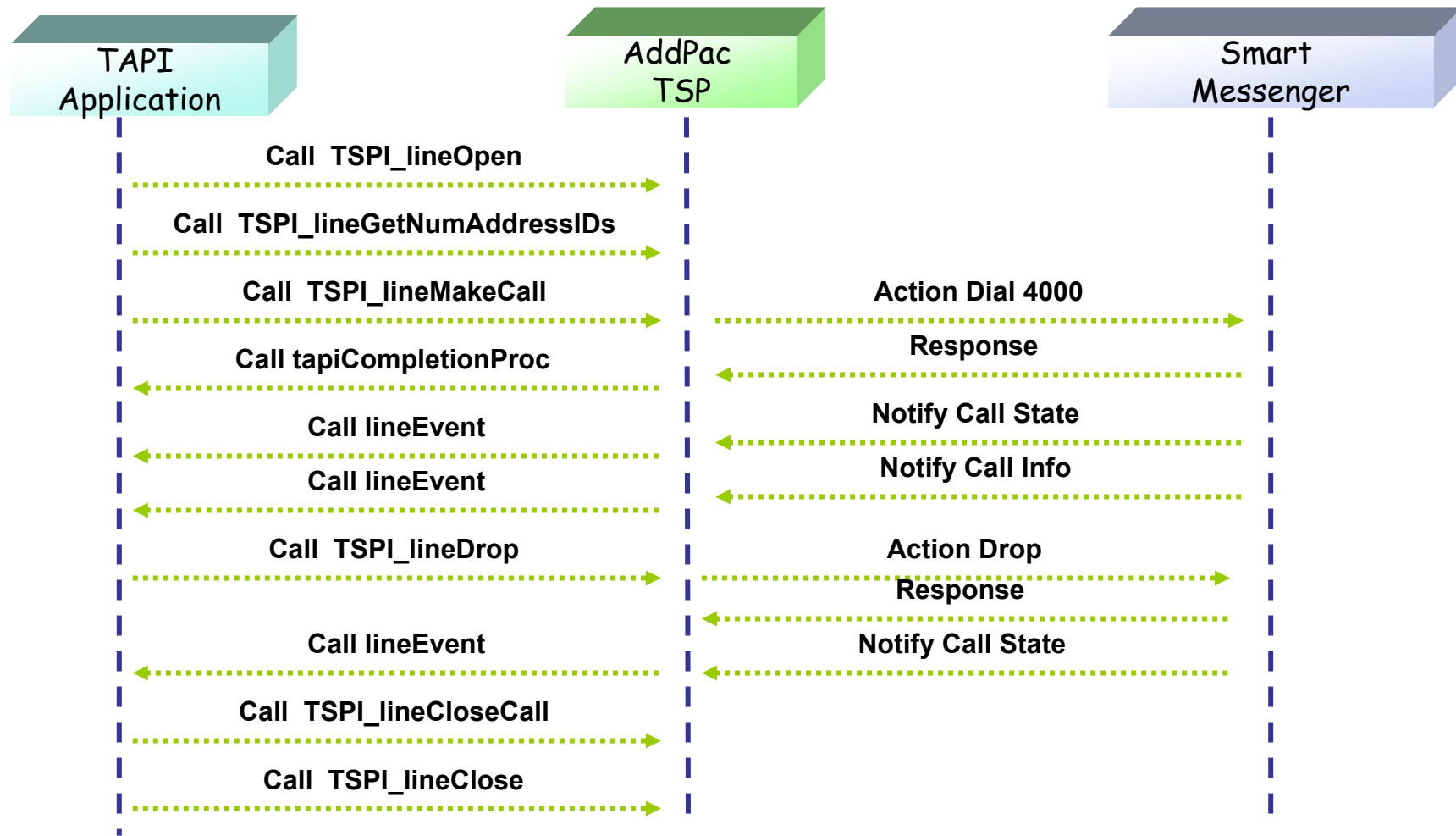
TSP Call Info Notify Message

AddPac TSP Message Flow



TAPI Application Initialize and Select TSP

AddPac TSP Message Flow Con't



TAPI Application Dial and Connected, Drop



Thank you!

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