

# AddPac Telephony Service Provider (TSP)



# **AddPac**

**AddPac Technology**  
2008, Sales and Marketing

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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

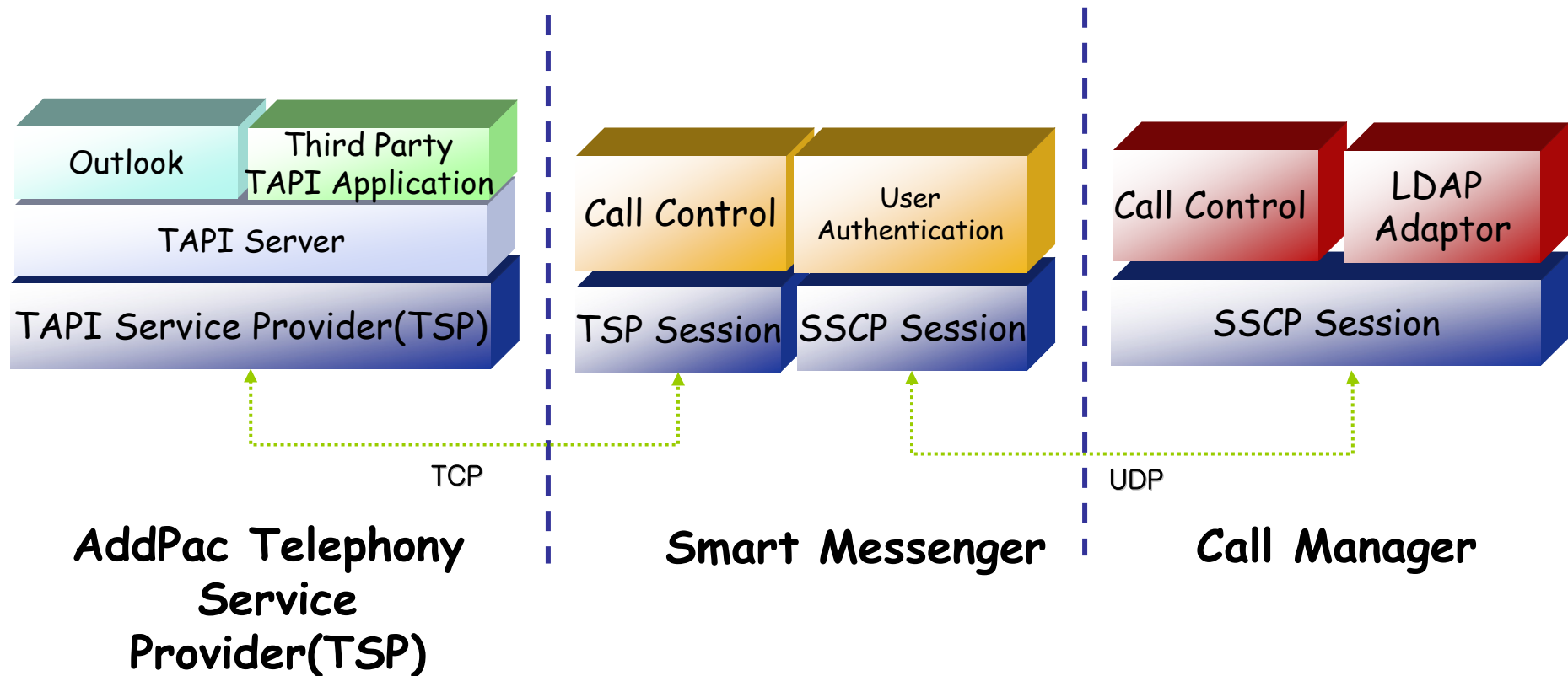
- Telephony Interface
  - TAPI 3.X
    - A COM-based API that merges classic and IP telephony.
  - TSPI
    - A telephony service provider (TSP) is a dynamic-link library (DLL)
    - Supports communications device control through a set of exported service functions.
    - A TAPI application uses standardized 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?

# Con't

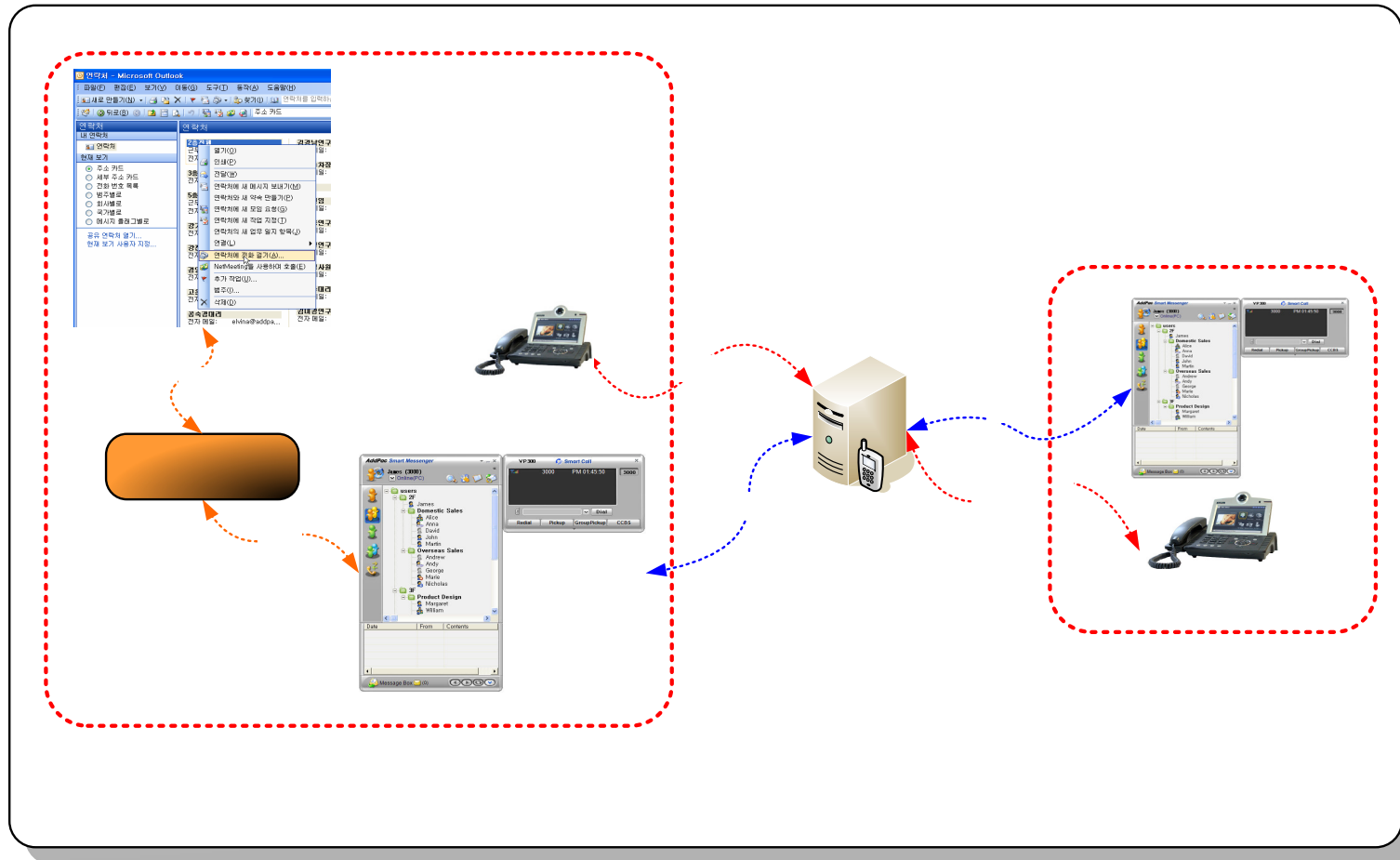
- Telephony Interface
  - MSPI
    - A media service provider (MSP) allows an application considerable control over the media for a particular transport mechanism.
    - MSP is always paired with a telephony service provider (TSP).
  - Reference Site
    - <http://msdn2.microsoft.com/en-us/library/ms733433.aspx>

# AddPac TSP (Telephony Service Provider) Structure

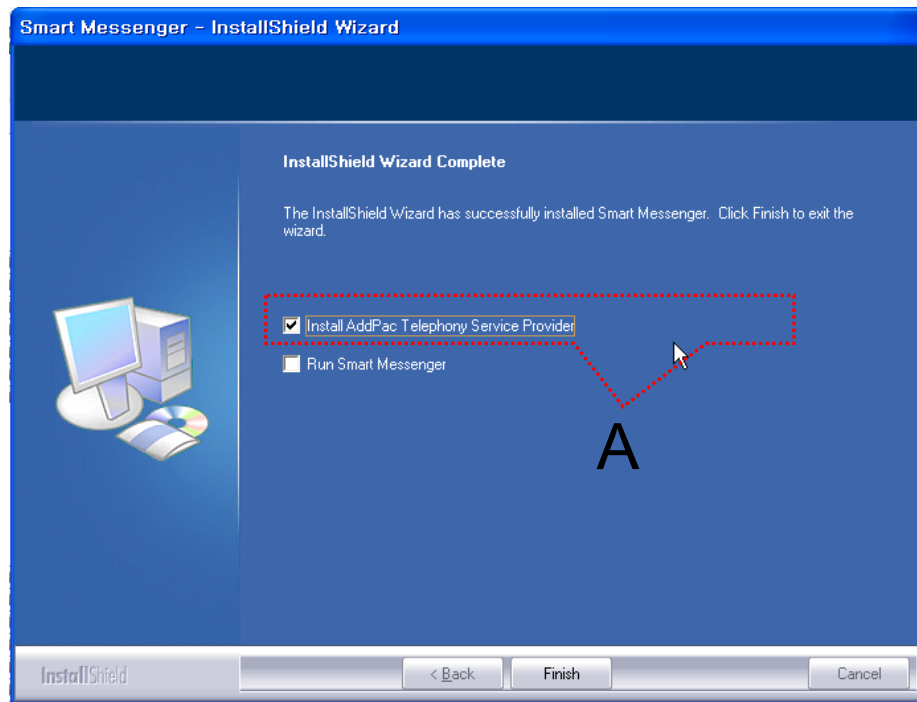




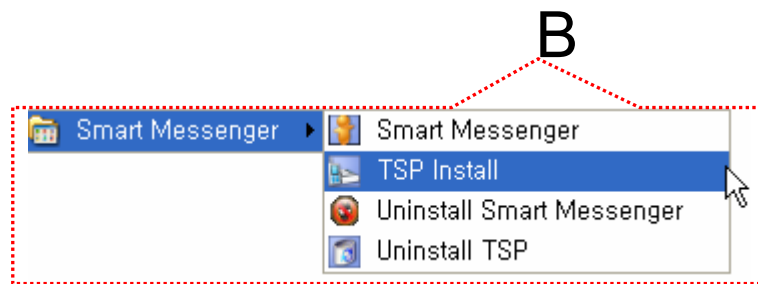
# AddPac TSP System Diagram



# AddPac TSP User Scenario

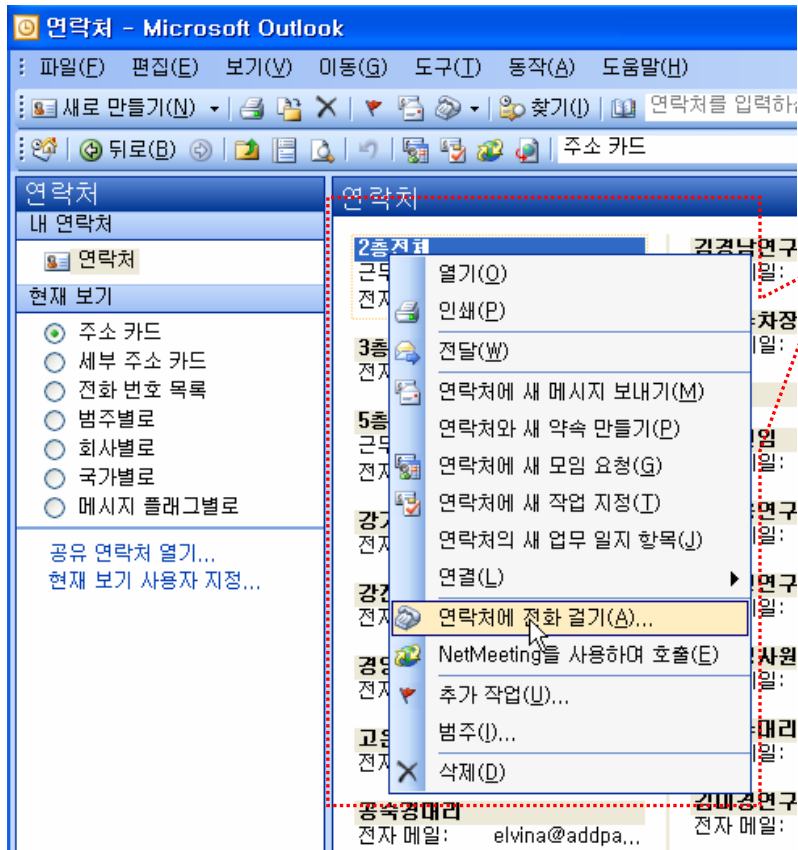


- TSP Install and Uninstall
  - TSP program can be installed with Smart Messenger application at program installation via “A” Part Check shown as left side picture.
  - Shown as “B” Part of left side picture, TSP program can be installed and uninstalled via Smart Messenger Program Menu



# 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

**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(I)

Phone Line

회선 속성(L)...

Phone Line Attribute

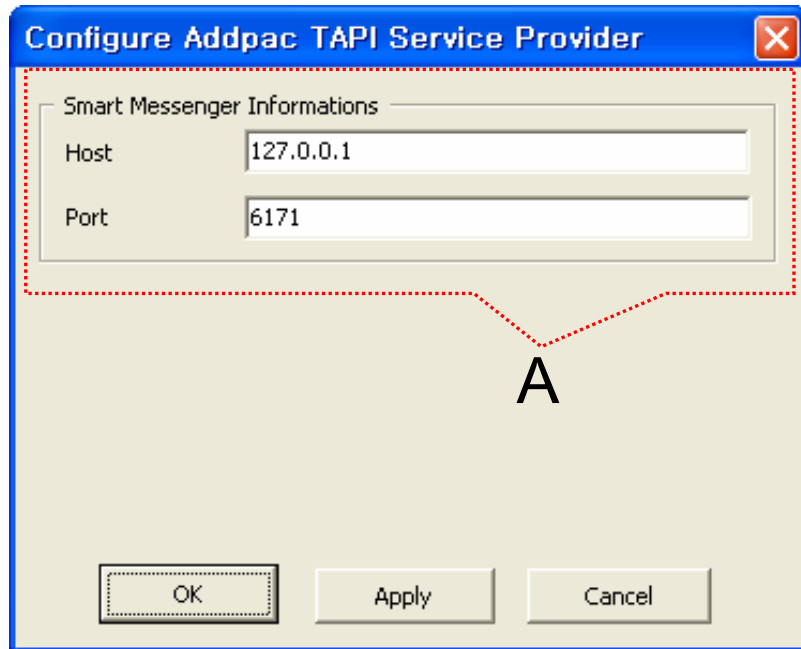
확인 취소

### • 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

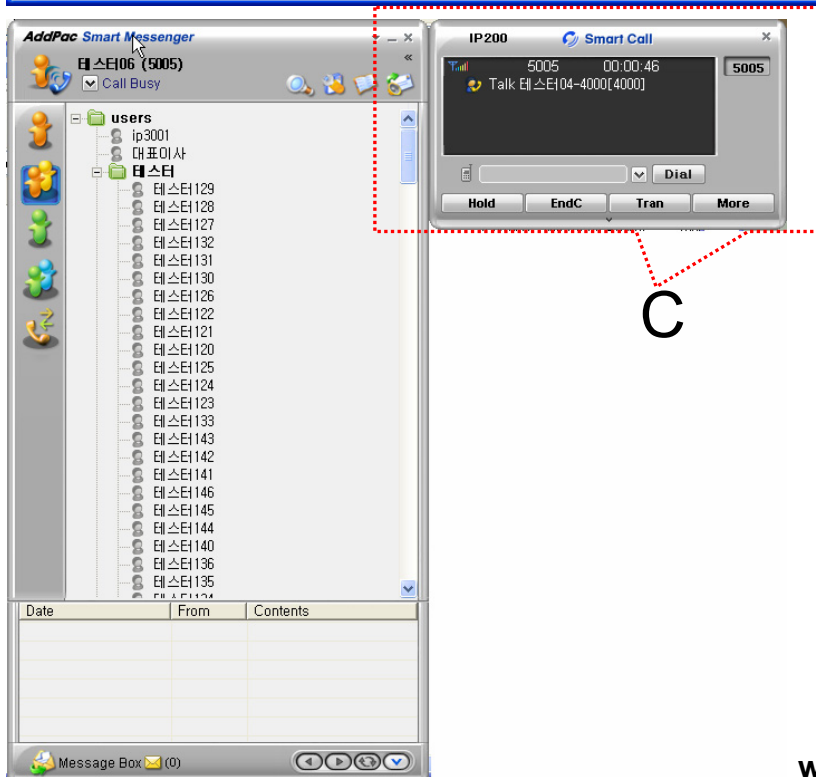
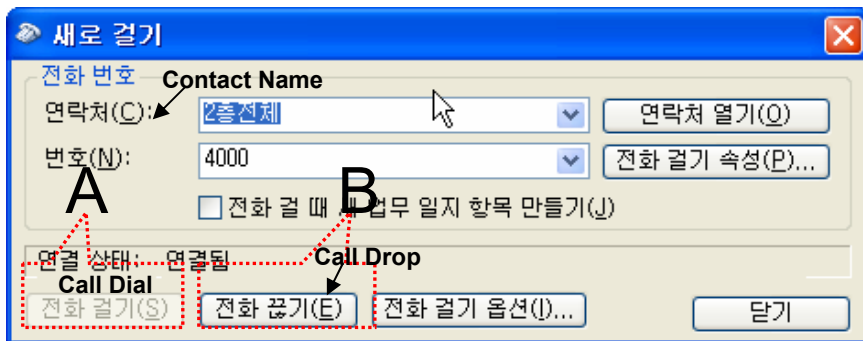
## Con't



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

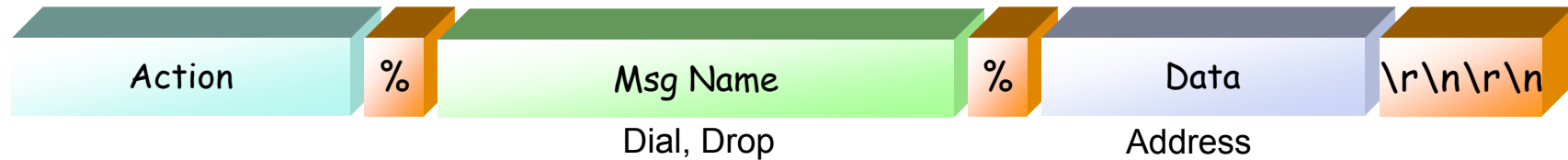
# AddPac TSP User Scenario

## Con't

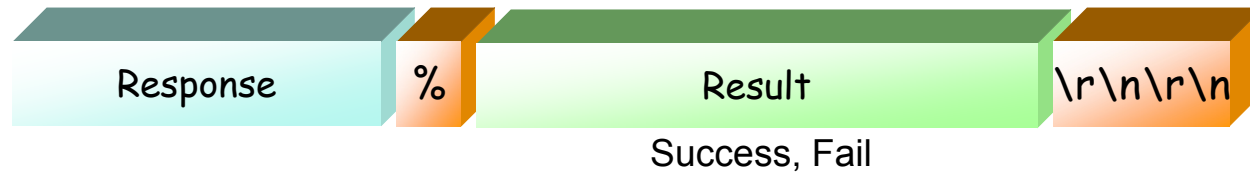


- If you click the Dialing button (“A” Part), Smart Messenger program is pop up, start the dialing procedure via AddPac IP-PBX, and display the call status information (“C” Part).
- If you want to disconnect call, click the call drop button (“B” Part).

# AddPac TSP Message Structure

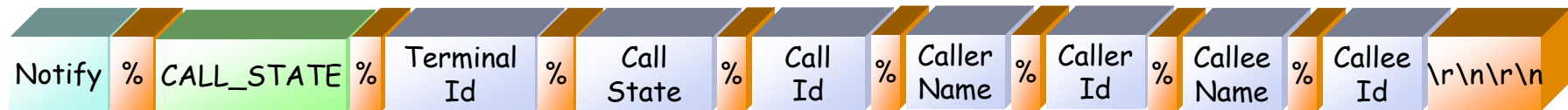


**TSP Action Request Message**



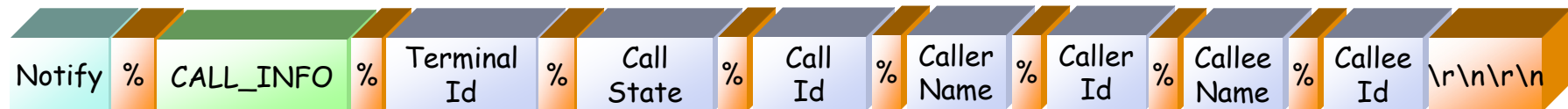
**TSP Action Response Message**

# AddPac TSP Message Structure Con't



## TSP Call State Notify Message

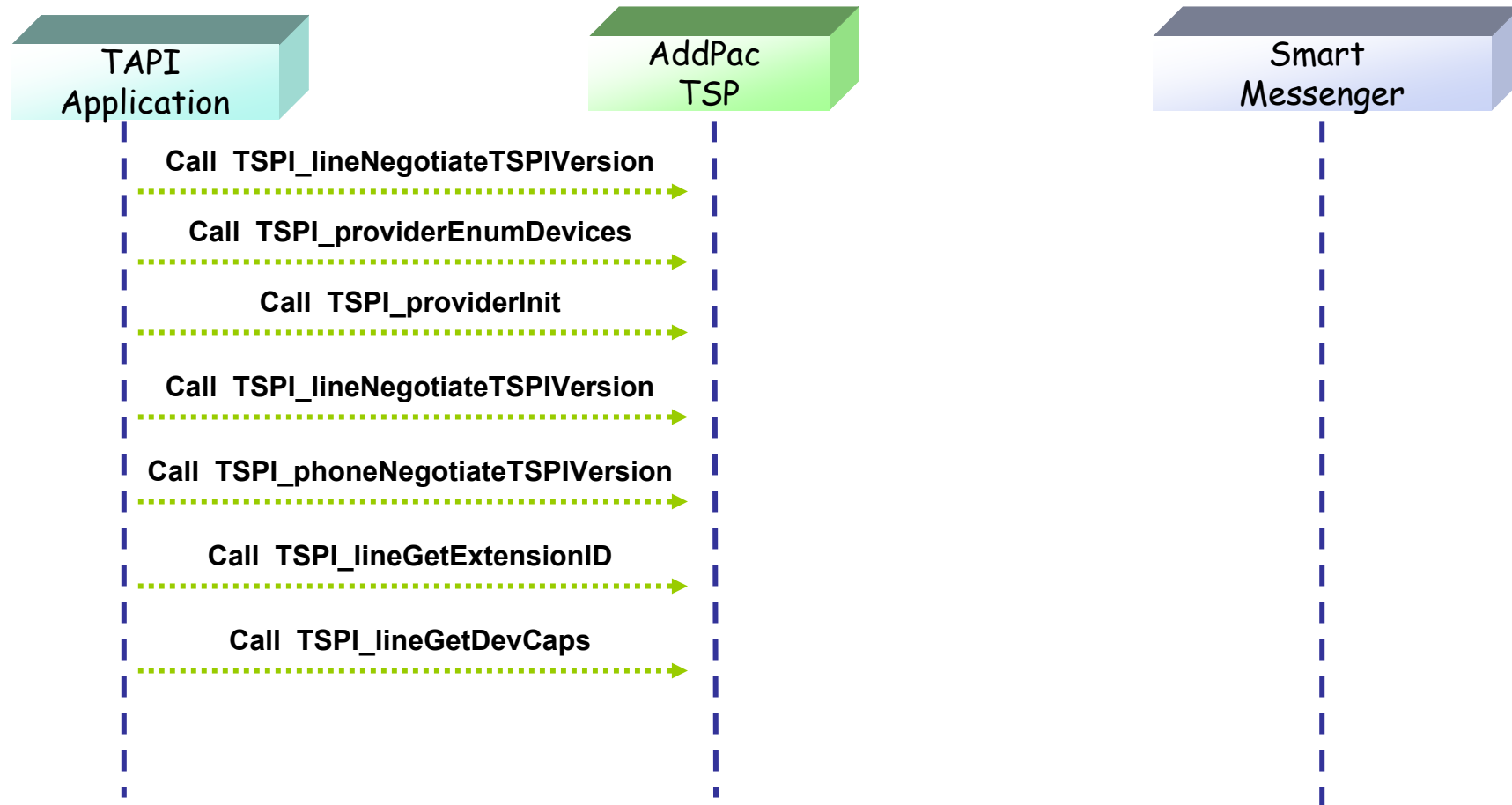
- Call State :OffHookState, ProceedState, RingBackState, ConnectedState, OnHookState



## TSP Call Info Notify Message

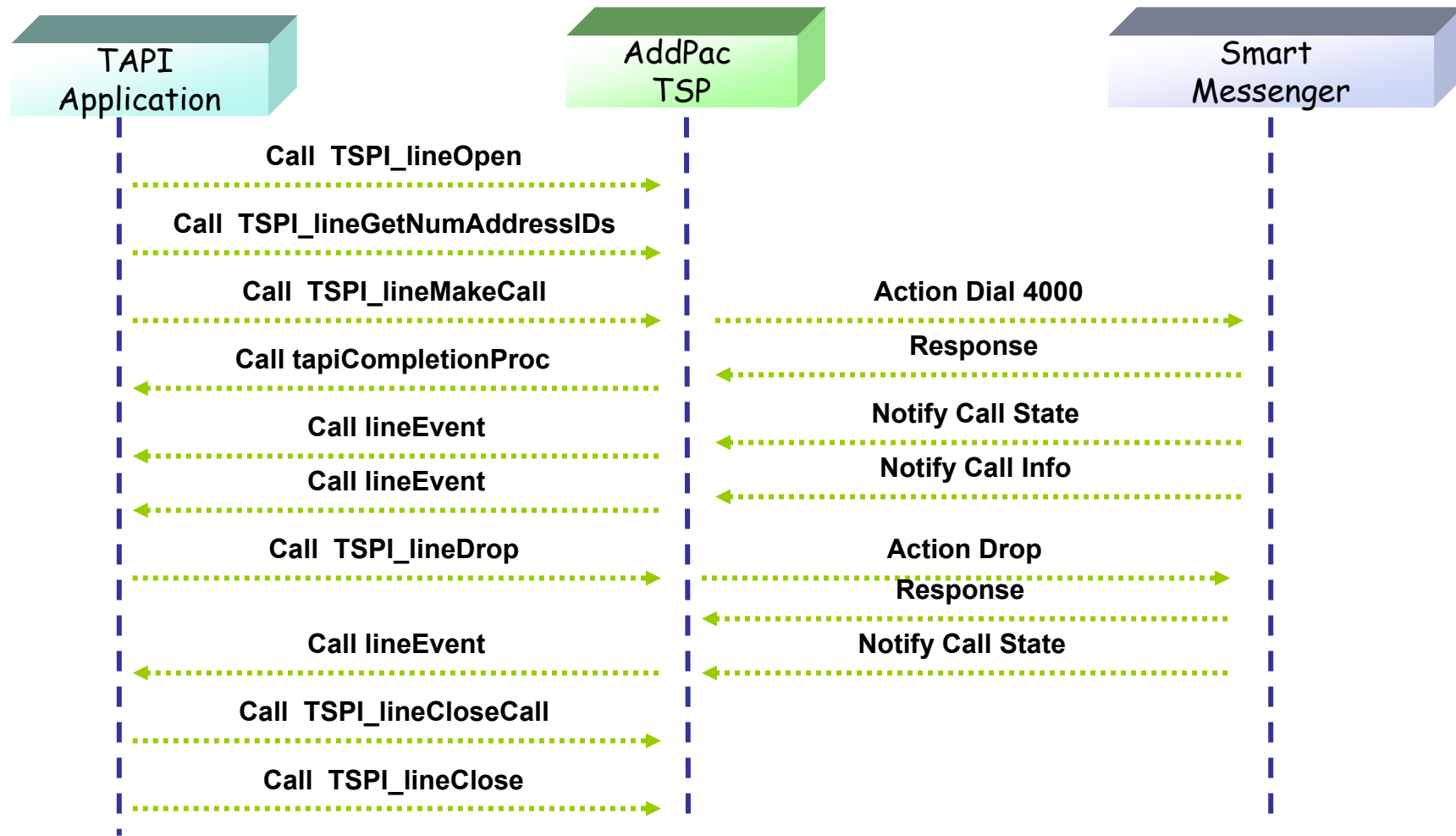


# AddPac TSP Message Flow



TAPI Application Initialize and Select TSP

# AddPac TSP Message Flow Con't



TAPI Application Dial and Connected, Drop



# Thank you!

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