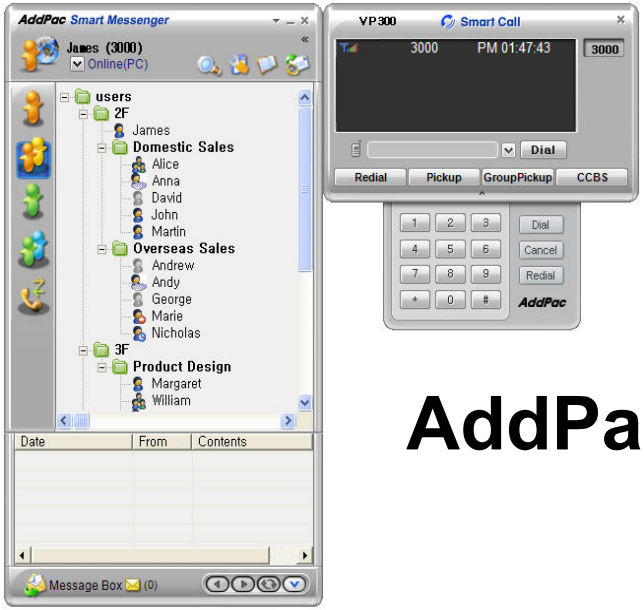


AddPac Telephony Service Provider (TSP)



AddPac Technology

Sales and Marketing

www.addpac.com

Contents

- Overview
- What is TAPI?
- AddPac TSP Structure
- AddPac TSP System Diagram
- AddPac TSP Message Structure

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

Overview Con't

- 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.

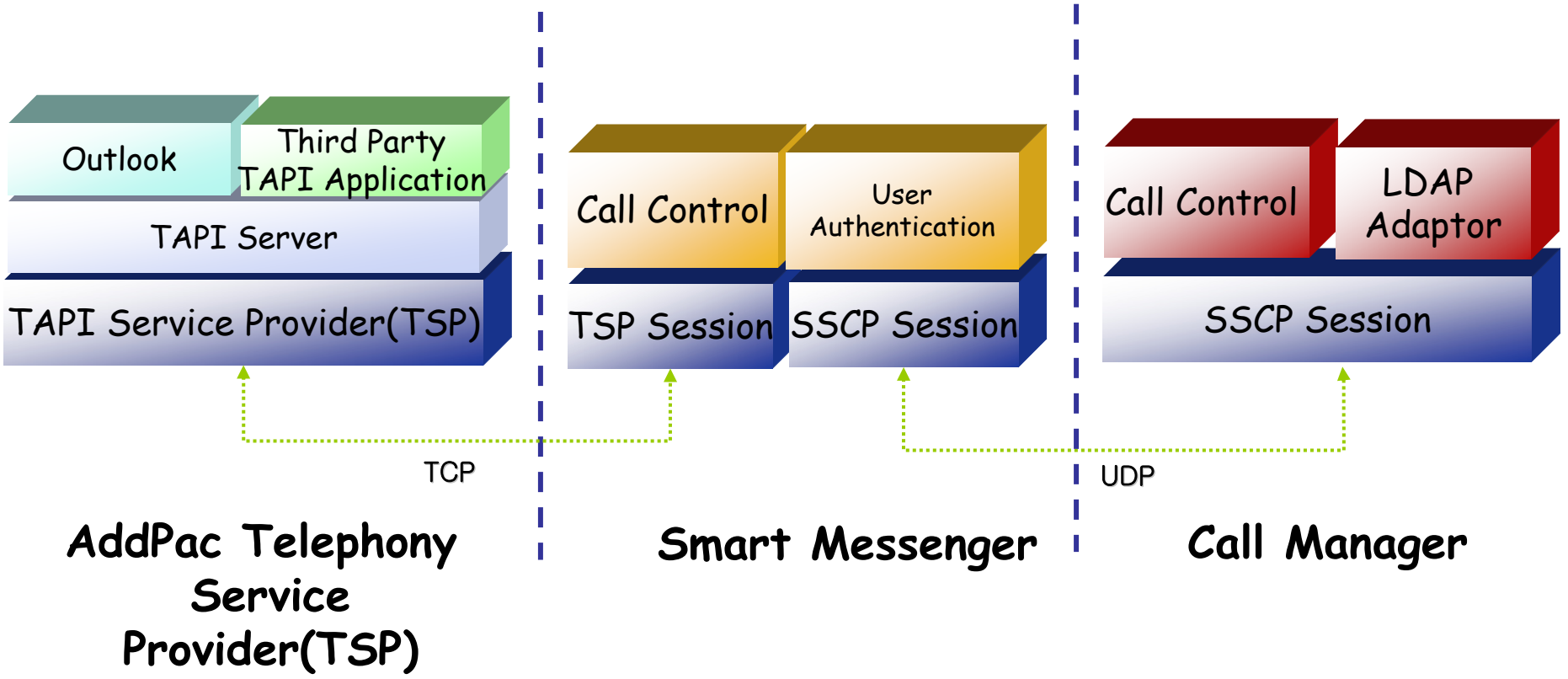
What is TAPI? Con't

- 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.

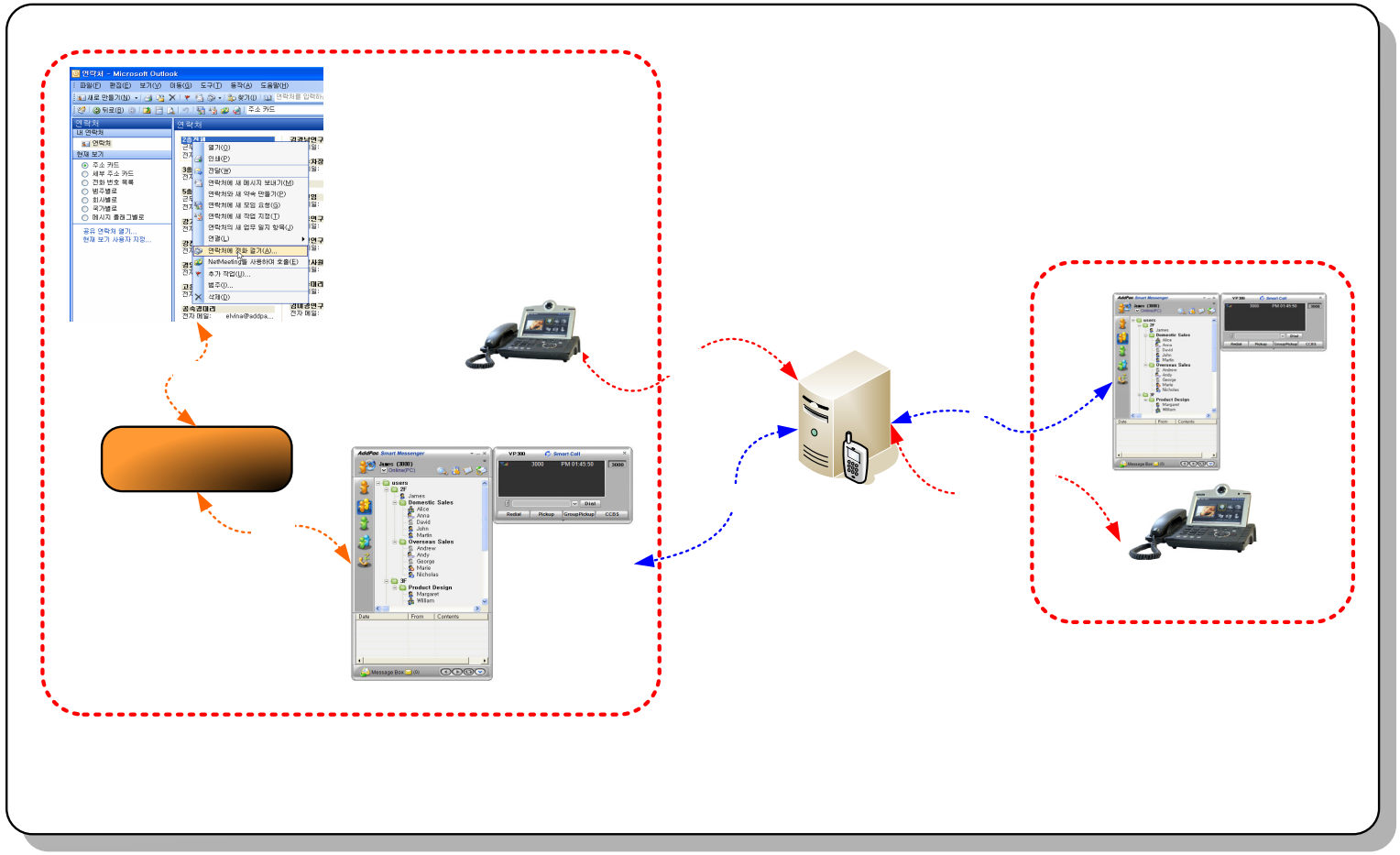
What is TAPI? Con't

- 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

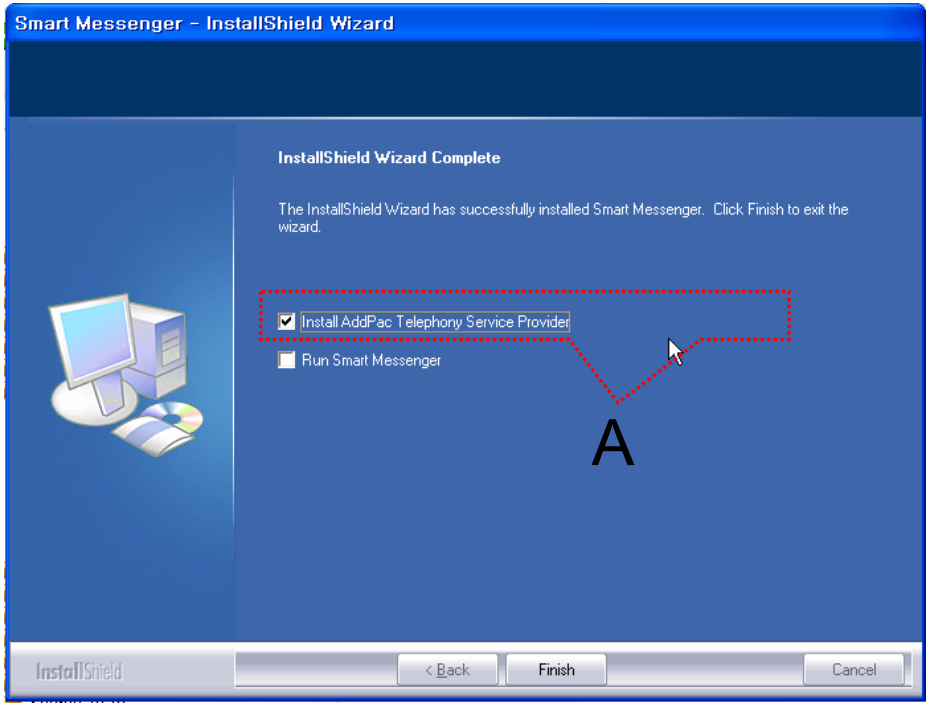
AddPac TSP (Telephony Service Provider) Structure

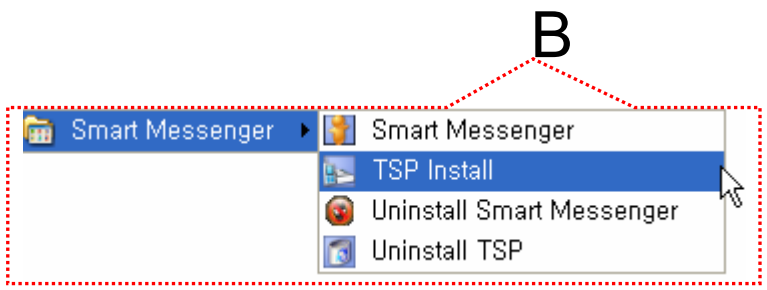


AddPac TSP System Diagram



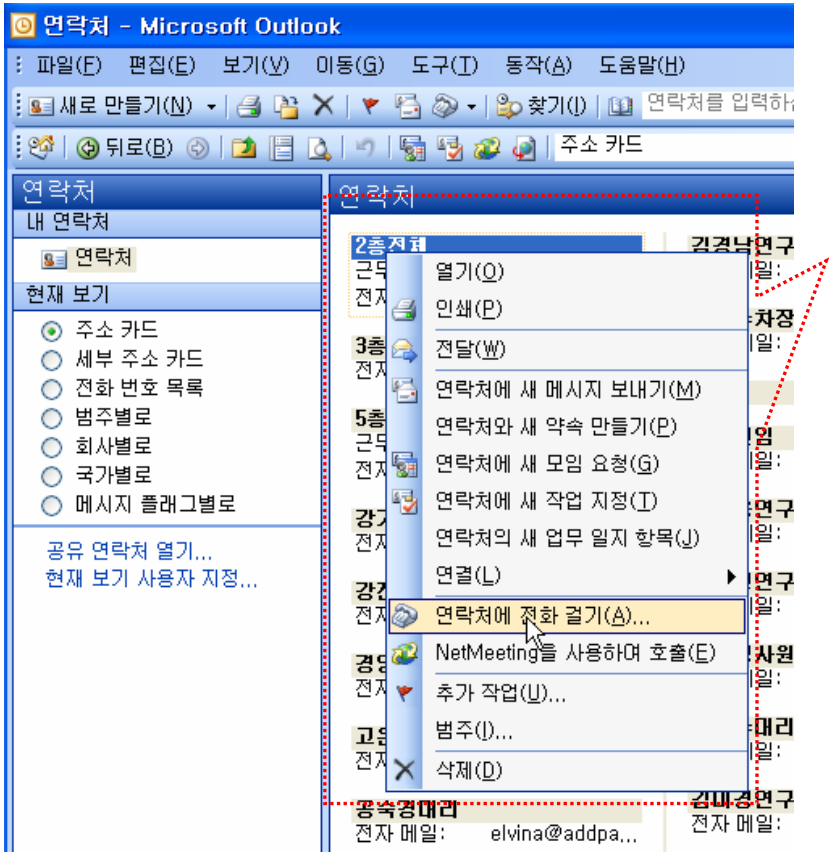
AddPac TSP User Scenario





- 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

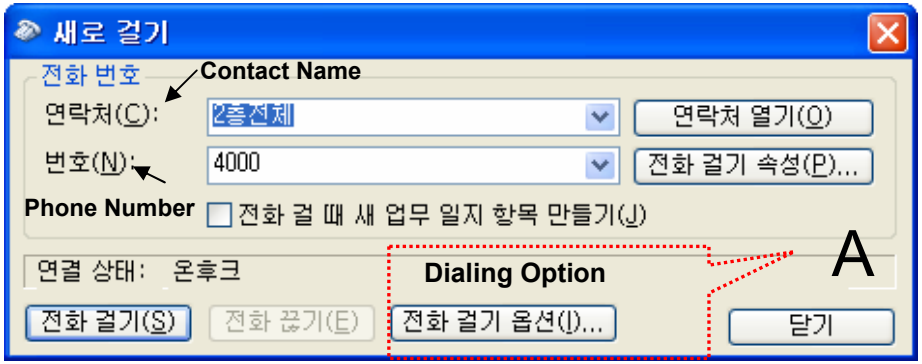
AddPac TSP User Scenario Con't

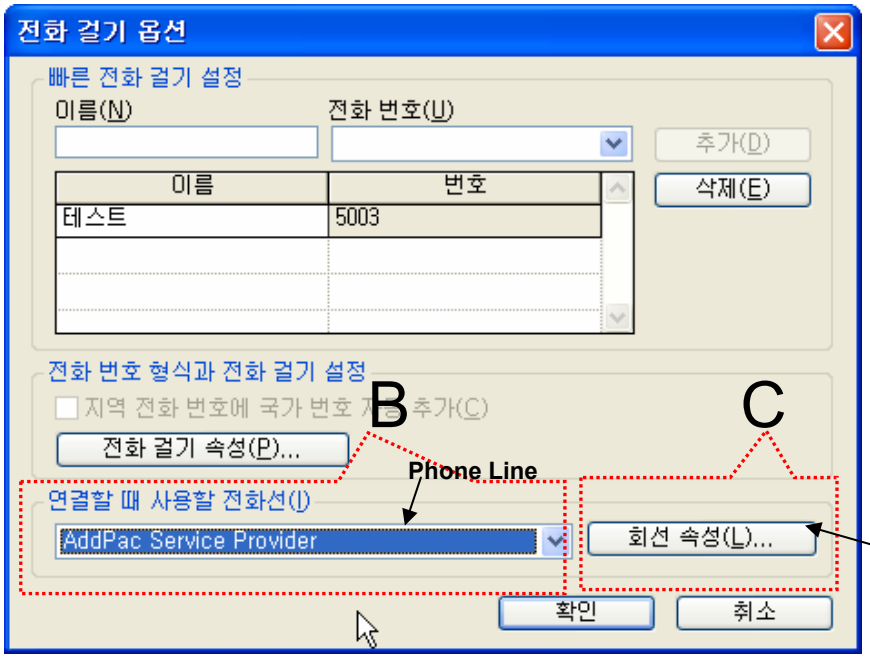


A

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

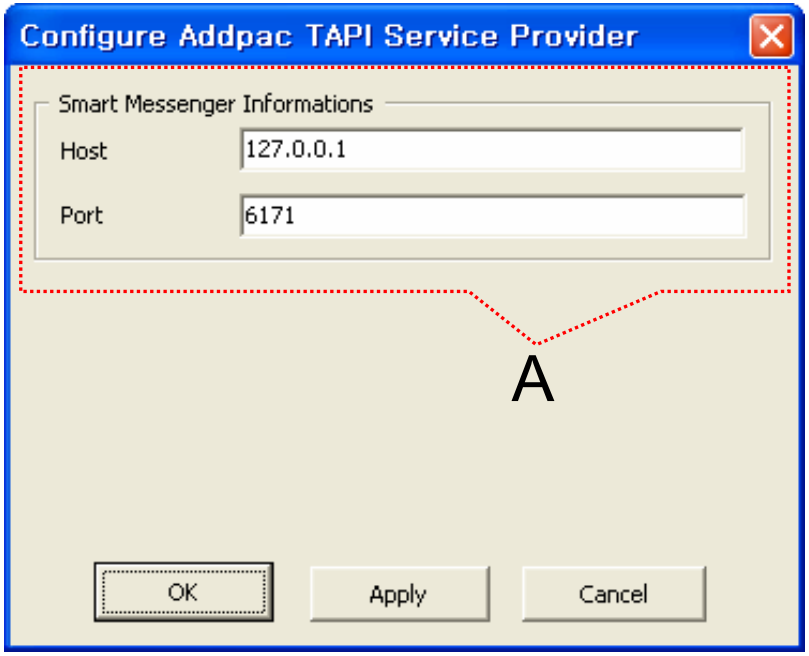
AddPac TSP User Scenario Con't





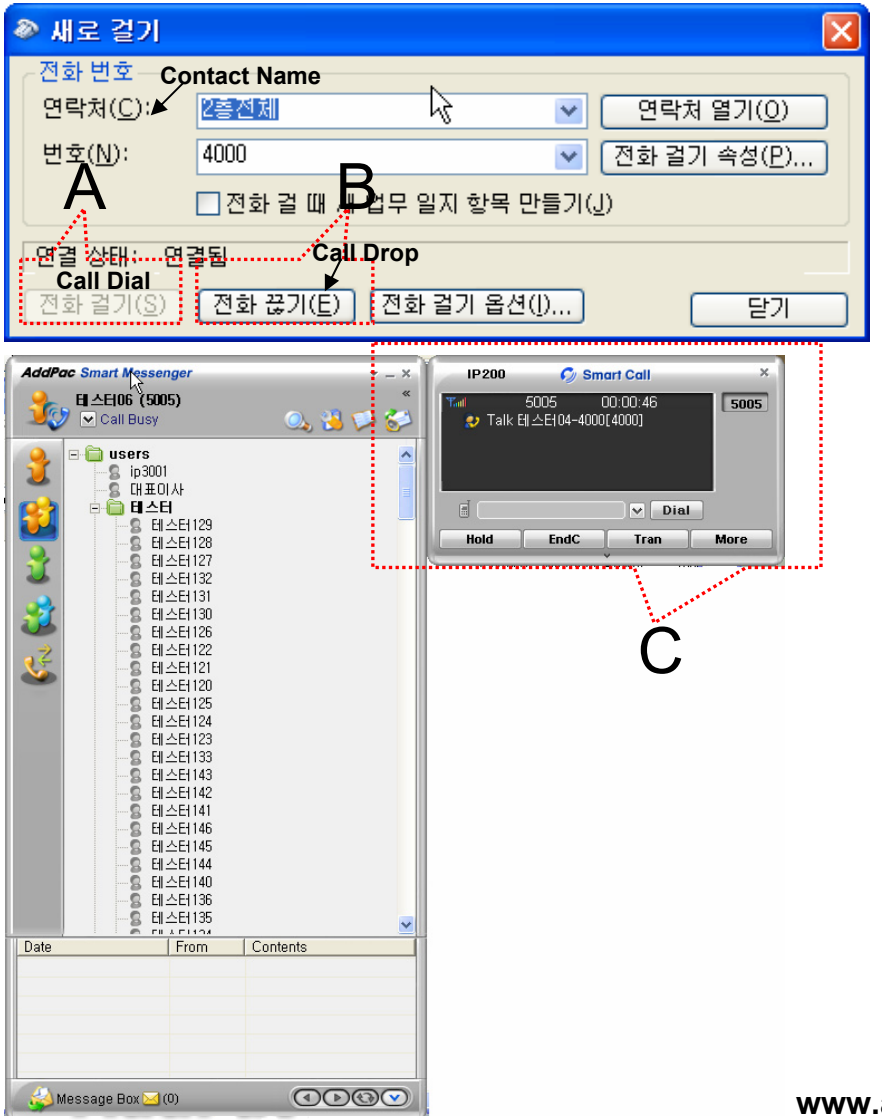
- Dialing
  - If you want to dial using AddPac TSP, you should configure dialing option.
  - Click the Dialing option button-> Phone Line Information Setting as **AddPac Service Provider** -> Configure the Phone Line Attribution

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

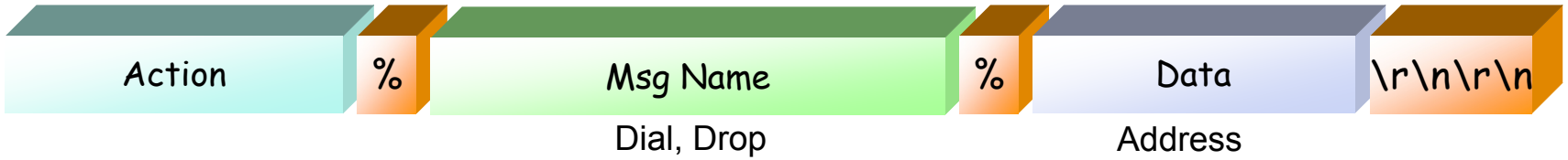


- If you click the Dialing button ("A" Part),

  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



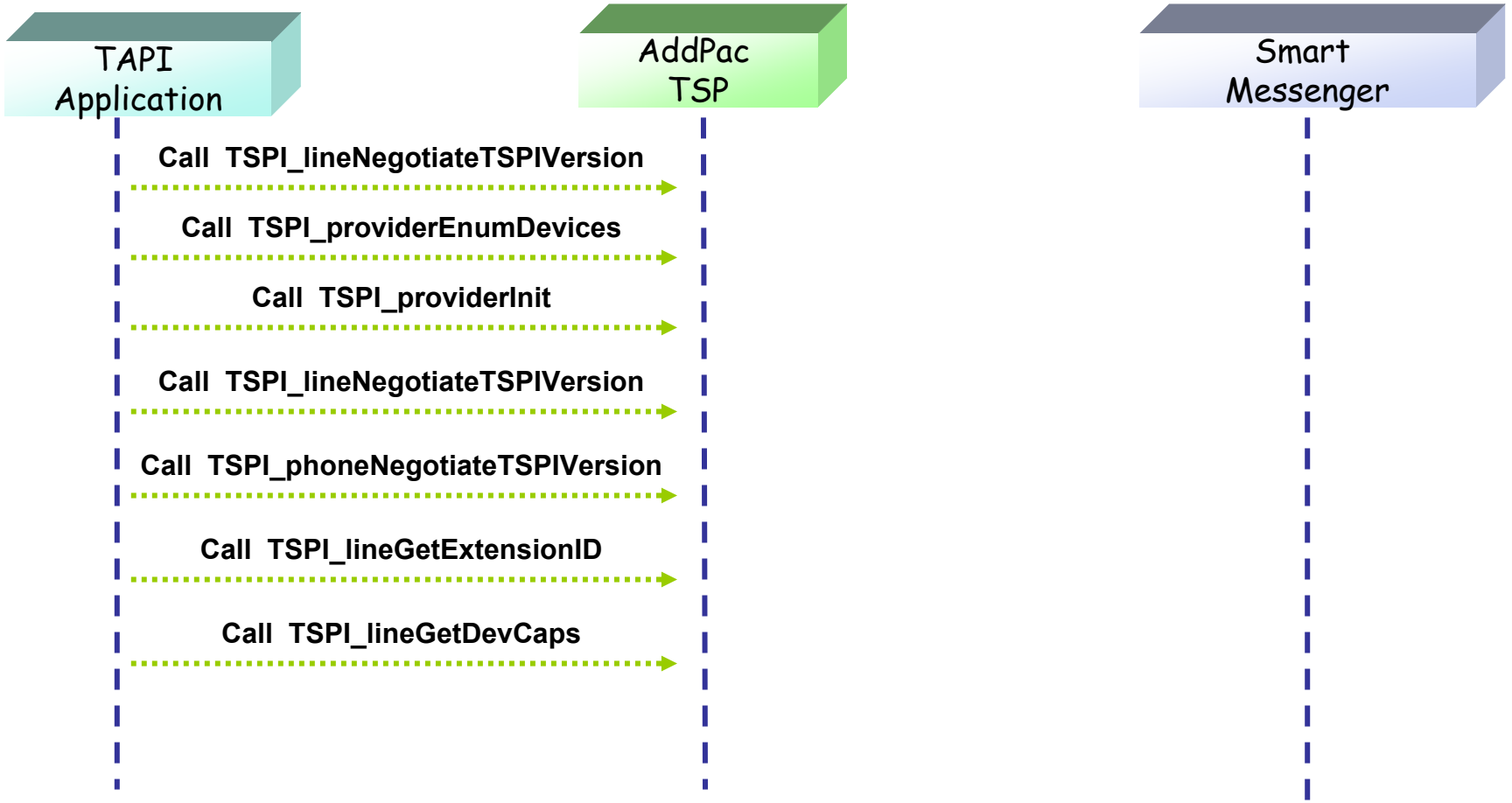
TSP Call State Notify Message

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



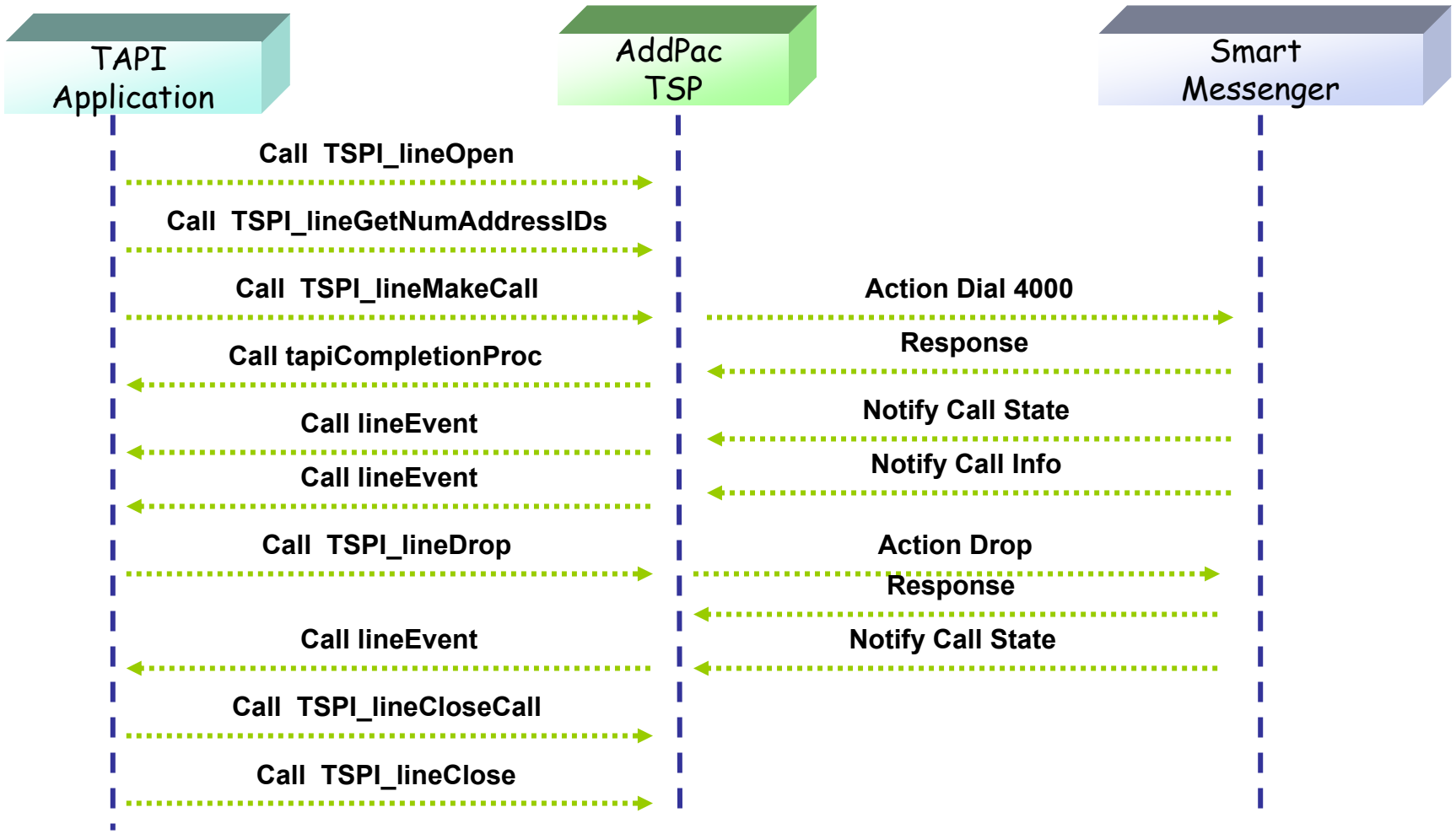
TSP Call Info Notify Message

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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