

TOSHIBA

System TAPI

TOSHIBA's Microsoft TAPI for 3rd party Call Control
capability

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Preface

Microsoft TAPI is an industry standard CTI (Computer Telephony Integration) that Microsoft provides. Microsoft TAPI is frequently used to implement such solutions as the Screen pop where the caller's information is automatically popped up on the PC display or power dialing/preview dialing where the user searches the database and selects the person to make a call from the PC.

TAPI can be implemented as the 3rd party call control and the 1st party call control.

Toshiba's System TAPI provides the 3rd party call control capability where a server based application can be easily implemented. Also, by using the Remote TAPI capability provided by Microsoft, 1st party call control capability is also available.

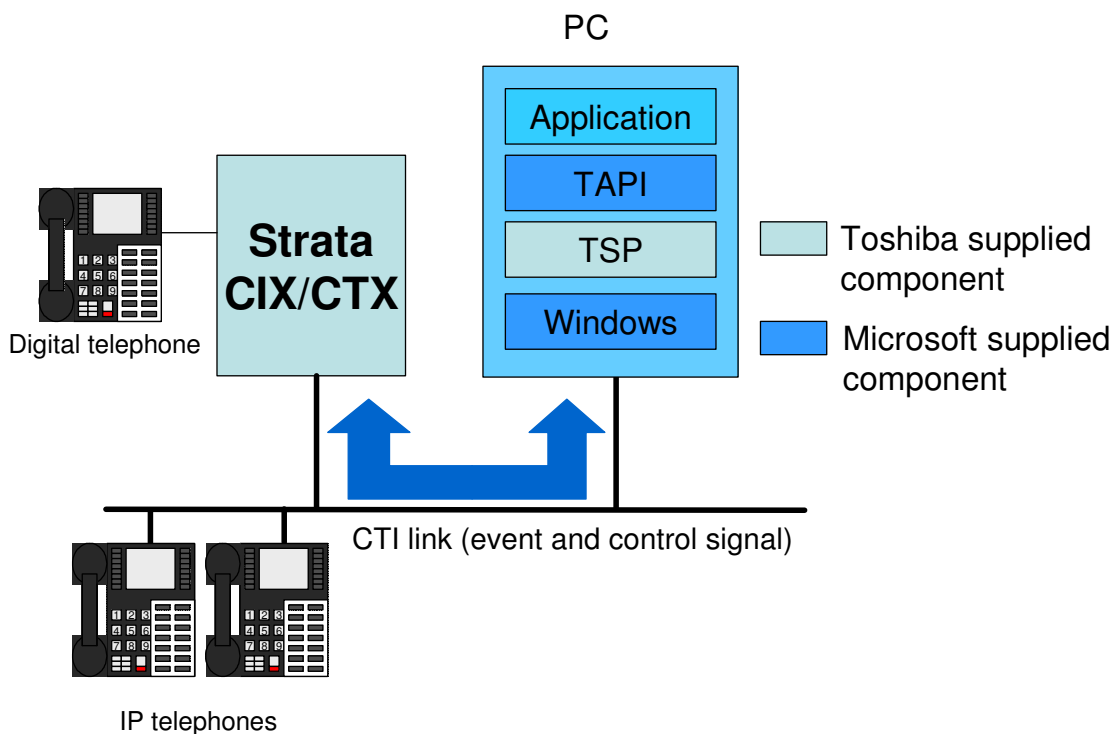
All of IP telephones, digital phones, and analog phones (with limitations) are supported by the System TAPI.

Overview

System TAPI is based on the Strata CIX/CTX CTI capability, which is based on the CSTA standard. The TSP converts the CSTA messages to TAPI compliant messages so that TAPI applications can monitor or control phones and calls in the system.

In order to use the System TAPI, the Strata CIX/CTX must be licensed for the CSTA, and also the license (dongle) is required for the PC server that hosts TAPI.

The following figure shows the overall system environment.



Events and commands

Microsoft TAPI defines the standard set of API that includes various events and commands (see Microsoft website for the detail of TAPI).

The following shows the list of events and commands supported by Toshiba implementation of TAPI through Strata CIX/CTX CTI link.

[Supported TAPI messages]

lineAddToConference

lineAnswer
lineBlindTransfer
lineClose
lineCompleteCall
lineCompleteTransfer
lineDeallocateCall
lineDevSpecific
lineDial
lineDrop
lineForward
lineGenerateDigits
lineGetAddressCaps
lineGetAddressStatus
lineGetCallInfo
lineGetCallStatus
lineGetDevCaps
lineGetExtensionID
lineGetID
lineGetNumAddressIDs
lineGetStatusMessage
lineHold
lineMakeCall
lineNegotiateExtVersion
lineNegotiateTSPIVersion
lineOpen
linePark
linePickup
linePepareAddToConference
lineRedirect
lineSetAppSpecific
lineSetDefaultMediaDetection
lineSetMediaMode
lineSetupConference
lineSetupTransfer
lineSwapHold
lineUncompleteCall
lineUnhold

lineUnpark

phoneClose

phoneDevSpecific

phoneGetDevCaps

phoneGetExtensionID

phoneGetGain

phoneGetRing

phoneGetStatus

phoneGetVolume

phoneNegotiateExtVersion

phoneNegotiateTSPIVersion

phoneOpen

phoneSetGain

phoneSetRing

phoneSetVolume

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