

Software Product Description

PRODUCT NAME: DEC Computer Integrated Telephony
Applications Interface for MS® Windows™, Version 1.0A

SPD 43.54.01

DESCRIPTION

DEC Computer Integrated Telephony (CIT) Applications Interface is a software product that provides programmers with a set of routines in the form of an MS Windows dynamic link library (DLL). These routines allow the applications programmer to establish and control logical communications channels between an application running under MS Windows and devices attached to a CIT-compatible voice switch.

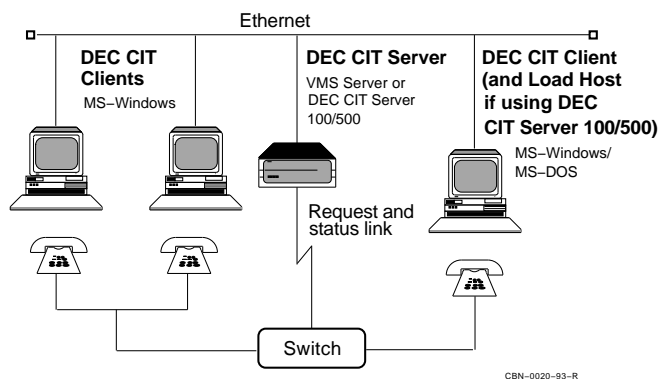
These channels can be used for the following:

- Basic call processing such as making and accepting telephone calls
- Additional call processing such as transferring and conferencing calls
- Monitoring the status of telephones

Configuration

The CIT Applications Interface passes the application's requests to the DEC CIT Server software, which must be installed on a VAX system or DEC MicroServer connected to a CIT-compatible voice switch over a synchronous communications link. For more information on the DEC CIT Server products, refer to SPD 36.33.xx and SPD 29.91.xx.

The following diagram illustrates an example of a DEC CIT system, with an MS Windows client.



DEC CIT Applications Interface Routines

DEC CIT Applications Interface routines provide the following functions:

- Control of the Communication Channel
 - Establishing and releasing logical communications channels
 - Monitoring a channel which is assigned to a telephony device or entity (such as an ACD group)
- Basic Call Processing
 - Making calls
 - Hanging up calls
- Holding and retrieving calls
- Canceling calls and responding to incomplete calls
- Transferring and conferencing calls
- Answering calls
- Predictive dialing
- Call routing

Supported Routines

The following routines are supported for controlling the communications channels:

- Assign
- Deassign
- Set Device Attributes
 - Set Monitor
 - Set Call Forward
 - Do-not-disturb
 - Set or Cancel Message-Waiting Lamp/Indicator
 - Set ACD Agent Status
- Get Device Attributes
- Get Channel Information
- Get Event

The Get Event routine returns call progress information which includes call states, events, and call party information.

Basic Call Processing functions set up calls, disconnect calls, and include the following routines:

- Make Call
- Hangup Call

Routines for holding and retrieving calls include:

- Suspend Call
- Resume Call
- Pickup Call
- Swap-with-Held
- Retrieve Held
- Reconnect Held

Routines for canceling calls and responding to incomplete calls include:

- Cancel Call
- Respond to Inactive Call

For transferring and conferencing calls, the following routines are available:

- Initiate Transfer Call
- Transfer Call
- Initiate Conference Call
- Conference Call

For answering calls, the routine provided is:

- Answer Call

For routing calls, the following routines are available:

- Deflect Call
- Get Route Query
- Respond to Route Query

Although all of the above routines are available through the DEC CIT Applications Interface, not all voice switches support the full range of functions over their CIT-links.

Documentation

DEC CIT Applications Interface documentation includes:

- *DEC CIT Applications Interface for MS Windows Installation and Programming*
- *DEC CIT Applications Interface for CSTA Information*

PTT Requirements

Although the voice switch manufacturers are responsible for ensuring that the voice switch software meets PTT regulations, some of those regulations may apply to application software. If in doubt, refer to the appropriate documentation supplied by the PTT authorities for specific details.

INSTALLATION

The user installs the CIT Applications Interface for MS Windows using a setup utility, SETUP.EXE. This setup utility is a Microsoft® Windows application.

A DEC CIT Server system must be installed and connected to a properly configured, CIT-compatible voice switch before you can test or use the CIT Applications Interface.

HARDWARE REQUIREMENTS

Systems, components, and peripherals as specified in the System Support Addendum (SSA 43.54.01-x).

SOFTWARE REQUIREMENTS

The following software is required:

- MS Windows
- MS-DOS®
- PATHWORKS for DOS, to support the DECnet connection to the CIT Server system

Refer to the System Support Addendum for availability and required versions of prerequisite/optional software (SSA 43.54.01-x).

ORDERING INFORMATION

Software Licenses: QL-05XAW-**
Software Media and Documentation: QA-05XAA-HC
Software Documentation: QA-05XAA-GZ
Software Product Services: QT-05X**-**

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System Support Addendum

PRODUCT NAME: DEC Computer Integrated Telephony
Applications Interface for MS® Windows™, Version 1.0A

SSA 43.54.01-A

HARDWARE REQUIREMENTS

Processors Supported

Unless otherwise noted, DEC CIT Applications Interface for MS Windows currently runs on Intel™-based 80286 and above Personal Computers (PCs). DEC CIT Applications Interface for MS Windows runs on any 100 percent IBM®-compatible PC that is supported by PATHWORKS for DOS. Refer to the PATHWORKS for DOS Software Product Description (SPD 55.07.xx) for details.

In a PC local area network, at least one system must have a diskette drive capable of reading 3½-inch (1.44 MB) diskettes to load the distribution disk, and 1.5Mb of free hard-disk space.

SOFTWARE REQUIREMENTS

- MS Windows V3.0 or later
- MS-DOS® V3.1 or later
- PATHWORKS for DOS V4.0 or later

PATHWORKS is required to provide a DECnet connection to a CIT Server System. The CIT Server software can be installed on either a VAX/VMS system or a DEC MicroServer, which is connected to a CIT-compatible voice switch. You do not require PATHWORKS Server software on the CIT Server node.

GROWTH CONSIDERATIONS

The minimum hardware and software requirements for future versions of this product may be different from the requirements for the current version.

DISTRIBUTION MEDIA

RX23 (3½-inch, 1.44MB) hard-shelled diskette

ORDERING INFORMATION

Software Licenses: QL-05XAW-**
Software Media and Documentation: QA-05XAA-HC
Software Documentation: QA-05XAA-GZ
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