

SV8100 - Open Interfaces

**Pre-Sales Support
UNIVERGE SV8100
Release 4**

Doc. Version 4.00

Topics

CTI

- What is CTI
- Call Control: 1st and 3rd party
- NEC CTI Offering
 - CTI SDK
 - NEC Platform TSP
- Ordering
- Support
- Certification

Hotel/Motel PMS

SMDR

What is CTI?

Computer Telephony Integration, also called computer–telephone integration or CTI, is technology that allows interactions on a telephone and a computer to be integrated or coordinated

The following functions can be implemented using CTI:

- Call information display (e.g. caller's number)
- Automatic dialing and computer controlled dialing (e.g. click to dial)
- Phone control (answer, hang up, transfer, forward, hold, conference, etc.)
- Coordinated phone and data transfers between two parties (i.e. pass on the Screen pop with the call)

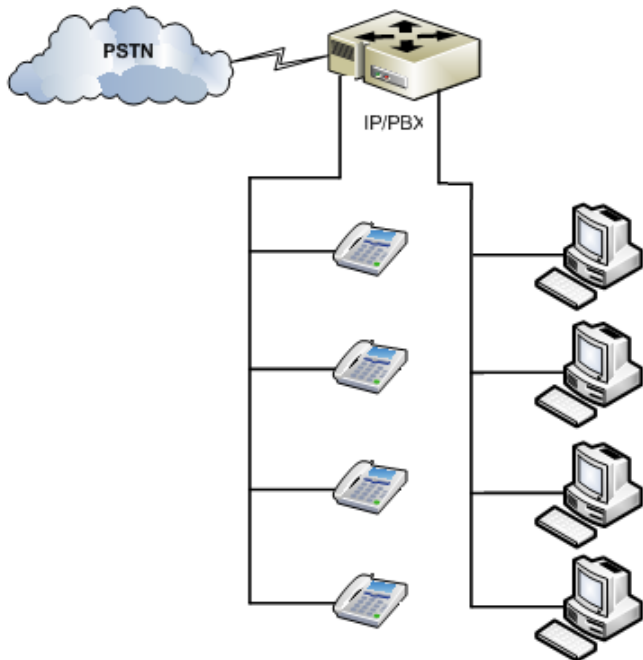
Two forms of CTI

- 1st Party Call Control
- 3rd party Call control

First Party vs. Third Party Call Control CTI

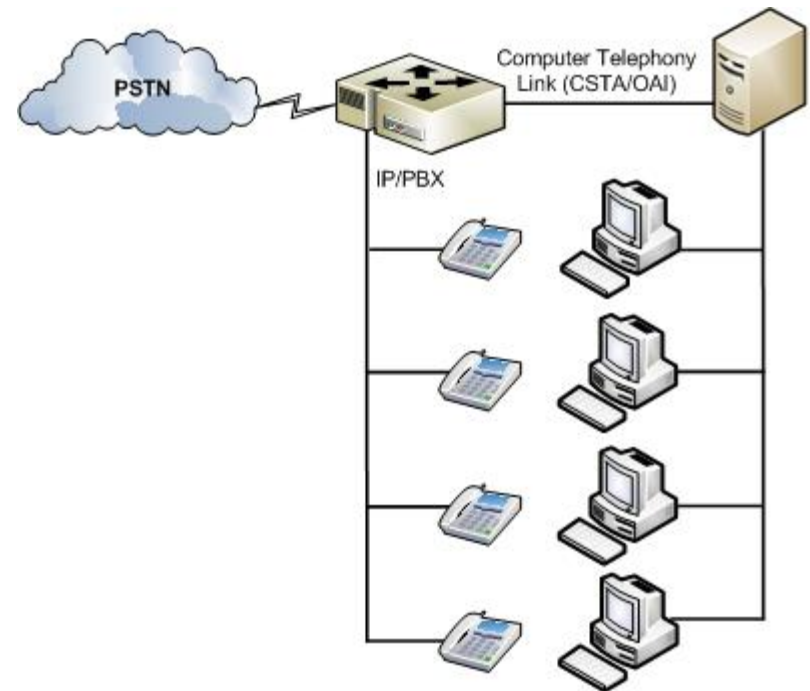
1st Party

- User PC connects directly to the SV8100
- Individual user controls telephone call



3rd Party

- Network server acts as “home base”
- PC talks to the CTI server
- Server controls the switch
- Logical link between PC and phone



CTI Software Development Kit

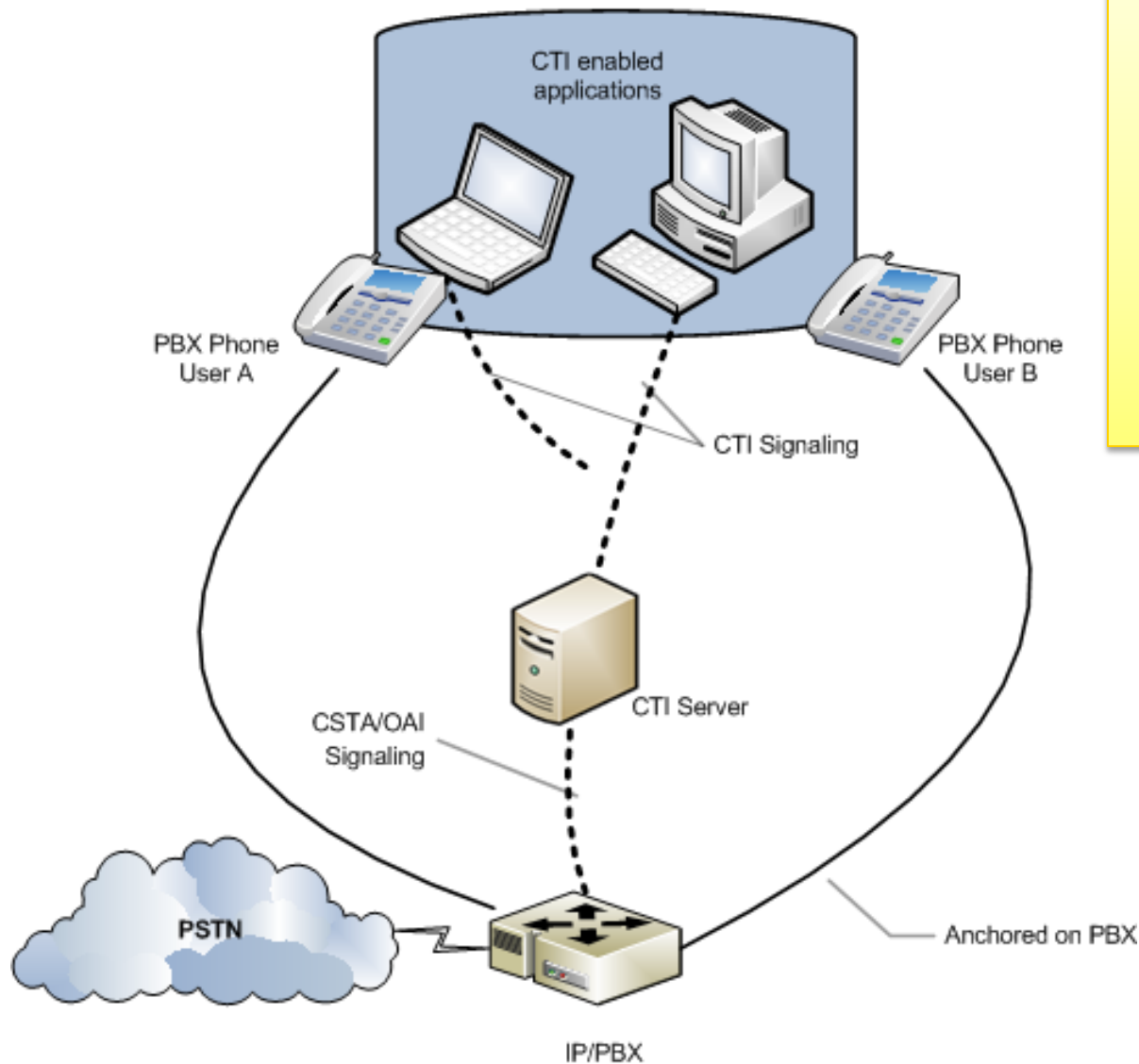
- For 3rd party software development
- Rich interface
- Excellent developers manuals including source code samples

SV8100 TAPI Service Provider (TSP)

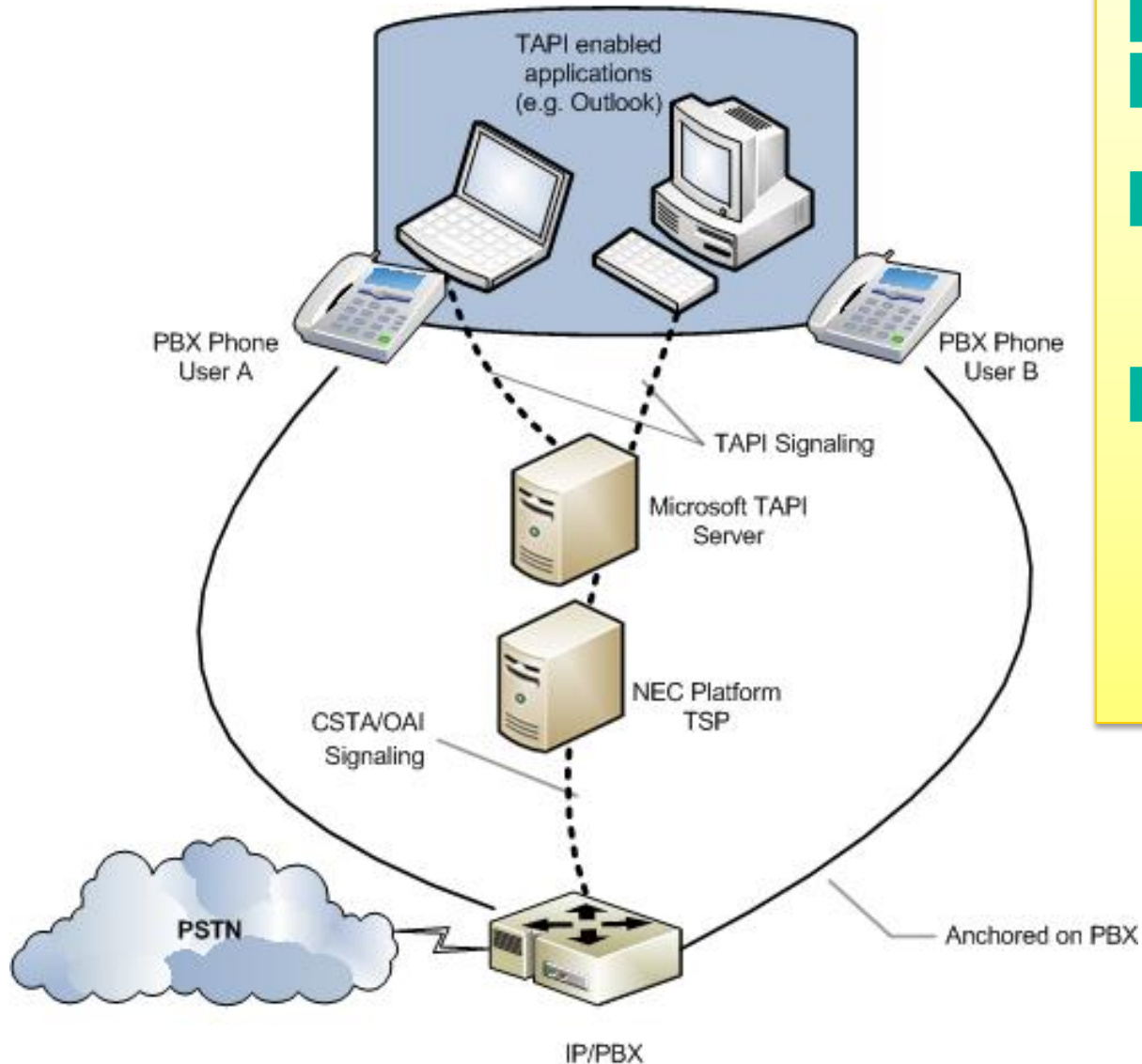
- For using TAPI enabled applications
e.g. dialing from Outlook and call pop-ups with Outlook info
- 1st party CTI (Tapi 1.4)
- 3rd party CTI (Tapi 2.1)
 - Windows 7 (32 & 64 bit)
 - Windows Server 2008 R2

Software Development Kit (SDK)

CTI



- 3rd party call control
- Win API (C++)
- Licensed:
 - In SV8100
 - In CTI server
- Included in BusinessNet Software Database



- 3rd party call control
- Application 'talks' to Microsoft TAPI
- Licensed:
 - In SV8100
 - In CTI server
- TSP
 - in BusinessNet Software Database
 - SV8100 Technical DVD

External application licenses: for Non-certified solutions

Project Navigator

- Project Information
- Order Definition
- Project Reports

System1 [1]

- Promotions Overview
- System Information
- Configured System
- Terminals
- SV8100 Desktop Suite
- VoWLAN
- DECT
- Business Connect
- VoiceMail / UM
- MyCalls
- Hospitality Applications
- System Interfaces & Options**
- Non Configured Items
- System Reports
- Shelf Layout
- Office Reports

Extension Interfaces Trunk Interfaces Networking Interfaces **System Options**

- IP Gateway Resources
- System Options
- Embedded Voicemail
- Embedded ACD
- Auxiliary Interfaces
- External Application Interfaces

0 ? 1st Party CTI Clients

☐ ? 3rd Party CTI Clients

☐ ? Hotel / Motel PMS

☐ ? InSkin PMSU (IPVA)

☒ ? SMDR

Application Licences Seat Licences

1 10 ? External application

0 0 ? Desktop application

Required for each client / extension

Qty	Prod.Code	Description
1	9600 120 31000	CTI - CTI USB Superpro Prot.Key
10	9600 259 11000	CTI - CTI Licences CTI External Appl. Seat License
1	9600 259 10000	CTI External Appl. Link License
1	9600 120 54000	OAI - OAI Maxim USB Dongle
1	9600 502 22428	OAI - OAI Licences MAXIM CTI OAI-Lic IPS/SV8100/SV8300
1	9600 041 68000	SV8000 - iSPBX UNIVERGE SV8100 R3 System DVD
1	BE108094	SV8100 Starter Package EU
1	BE106405	CH2U RACK MOUNT KIT
1	EU000001	SV8000 - MyCalls Licences LK-MyCalls-1st year License
1	BE107576	SV8000 - PBX LMS Licences LK-SYS-SMDR-LIC
1	BE107578	LK-SYS-OAI-LIC

Required for each application / link

Desktop application licenses: for Certified solutions (e.g. Miralix)

- Very attractively priced (~ third of the 'external app' price)
- Easy article structure (bundled)

Project Navigator

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Extension Interfaces Trunk Interfaces Networking Interfaces **System Options**

IP Gateway Resources

System Options

Embedded Voicemail

Embedded ACD

Auxiliary Interfaces

External Application Interfaces

☐
☐
☐
☒

1st Party CTI Clients

3rd Party CTI Clients

Hotel / Motel PMS

InSkin PMSU (PVA4)

SMDR

Application Licences: Seat Licences

0	0	External application
1	25	Desktop application

System Reports

Quote	Material Specification	Configuration Differences	Obsoletes
Qty	Prod.Code	Description	
CTI - CTI Licences			
25	9600 259 13000	CTI Desktop Appl. Seat License	
CTI - iSPBX			
1	9922 260 00679	CTI SDK for SV8100	
1	9600 259 45000	SOPHO CTI Application License	
1	9600 259 13000	CTI Desktop Appl. Link License	
1	9600 120 31000	USB Superpro Prot. Key	
1	9600 120 54000	Maxim USB Dongle	
1	9600 502 22428	MAXIM CTI OAI-Lic: IPS/SV8100/SV8300	
1	BE107578	LK-SYS-OAI-LIC	
SV8000 - iSPBX			
1	9600 041 68000	UNIVERGE SV8100 R3 System DVD	
1	BE108094	SV8100 Starter Package EU	
1	BE106405	CH2U RACK MOUNT KIT	
SV8000 - MyCalls Licences			
1	EU000001	LK-MyCalls-1st year License	
SV8000 - PBX LMS Licences			
1	BE107576	LK-SYS-SMDR-LIC	

Required for each client / extension

Required for each application / link

SV8100 TAPI interface Ordering

CTI

SV8100 itself also offers 1st and 3rd party CTI client interface

- Internal license (no additional software needed)
- Use NEC TSP
- **BEST EFFORT SUPPORT**
- Partner solution cannot be certified

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Extension Interfaces **Trunk Interfaces** **Networking Interfaces** **System Options**

IP Gateway Resources

System Options

Embedded Applications

Auxiliary Interfaces

External Application Interfaces

0 1st Party CTI Clients

3rd Party CTI Clients

Hotel / Motel PMS

PMS PMS Interface Adapter

SMDR

Application Licences Seat Licences

0 0 External application

0 0 Desktop application

In-Skin Network Components

System Reports

Quote			Material Specification	Configuration Differences
Qty	Prod.Code	Description		
1	9600 041 68000	UNIVERGE SV8100 R3 System DVD		
1	BE108094	SV8100 Starter Package EU		
1	BE106405	CH2U RACK MOUNT KIT		
1	EU000001	LK-MyCalls-1st year License		
1	BE107576	LK-SYS-SMDR-LIC		
3	BE107580	LK-SYS-1ST-CTI1-LIC		

System Reports

Quote			Material Specification	Configuration Differences
Qty	Prod.Code	Description		
1	9600 041 68000	UNIVERGE SV8100 R3 System DVD		
1	BE108094	SV8100 Starter Package EU		
1	BE106405	CH2U RACK MOUNT KIT		
1	EU000001	LK-MyCalls-1st year License		
1	BE107576	LK-SYS-SMDR-LIC		
1	BE107577	LK-SYS-3RD-CTI-CLIENT-LIC		

- Problems on the CTI SDK and the NEC Platform TSP can be reported using the NEC Support Desk
- NEC Platform TSP: Best Effort support
- Partners developing a solution using the CTI SDK can get **paid** Development support

- Partners can get their solution based on the CTI SDK certified by applying using the USP pages on BusinessNet
- After certification, the partner can apply to use and purchase the discounted Desktop Application licenses
- Certification cost depends on the partner solution and is calculated on a case by case basis
- SV8100 1st and 3rd party CTI client interface
 - Partner solution can Not be certified

<http://businessnet.nec-philips.com/Propositions/USPprogram/UnivergeOpenInterfaces/UnifiedBusinessPartners/>

The screenshot displays the BusinessNet website interface. The top navigation bar includes links for Home, NEC Philips, My Account, Propositions, Unified Business, Unified Communications, Unified Infrastructure, Sales Operations, Tech Support, Marketing Support, and Training. The main content area is titled "Business Interfaces" and features a sidebar with a "Main menu" and "How do I?" section. The main content is divided into three columns: "Business process integration (BPI)", "CTI SDK interfaces", and "Messenger@net". The "CTI SDK interfaces" column lists supported communication servers and provides links to download the CTI Developer Kit product, CTI Developer Kit V1.02 ZIP, CTI Developer Kit SDK 1.02 FCO PDF, and CTI Developer Kit Administrator guide PDF. The "Messenger@net" column lists public interfaces and provides a link to the Messenger@net datasheet. The right sidebar contains sections for "New Documents", "Site Documents", "Related Links", "New FAQs", "New Related Documents", "Reference Links", and "Internal Links".

BusinessNet

Placing our partners at the centre

Home > Propositions > USP Program > UNIVERGE Open Interfaces > Business Interfaces

24-Feb-10

Business Interfaces

Business process integration (BPI)

CTI SDK interfaces

The CTI SDK offers a defined Application Programming Interface towards the CTI interface of a PBX. The CTI SDK supports the following communications servers:

- SV8500
- SV8300
- SV8100
- SIP@Net
- 2000IPS, 2400IPX, SV7000

The following material is available:

- CTI Developer Kit product natch.pdf
- CTI Developer Kit V1.02.zip
- CTI Developer Kit SDK 1.02 FCO.pdf
- CTI Developer Kit Administrator guide.pdf

NEC Platform TSP interfaces (TAPI)

The TAPI server TSP offers a defined Application Programming Interface towards the TAPI interface of a PBX. The CTI SDK supports the following communication servers:

- 2000 IPS
- SV7000
- SIP@Net

The following material is available:

- NEC Platform TSP 4.0.2.zip
- NEC Platform TSP 4.0.2 FCO.pdf
- Server TSP 4.0.0 SDK ADH.pdf

Messenger@net

The [Messenger@net](#) offers the following public interfaces:

- [Messenger@net datasheet](#)

New Documents

Document Name	Date
CTI Developer Kit SDK 1.02 FCO	(24-Feb-2010)
NEC Platform TSP 4.0.2	(24-Feb-2010)
NEC Platform TSP 4.0.2 FCO	(24-Feb-2010)
CTI_Developer_Kit_SDK_1-02.zip	(24-Feb-2010)

Site Documents

(none)

Application Note
Field Change Order
Manual
Presentation
Release Note
Software

Related Links

UNIVERGE Open Interfaces

UNIVERGE Open Interfaces
Messenger@Net

USP program

Toplevel USP program
UNIVERGE Solutions Partners

New FAQs

New Related Documents

Reference Links

No links.

Internal Links

No links.

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NEC