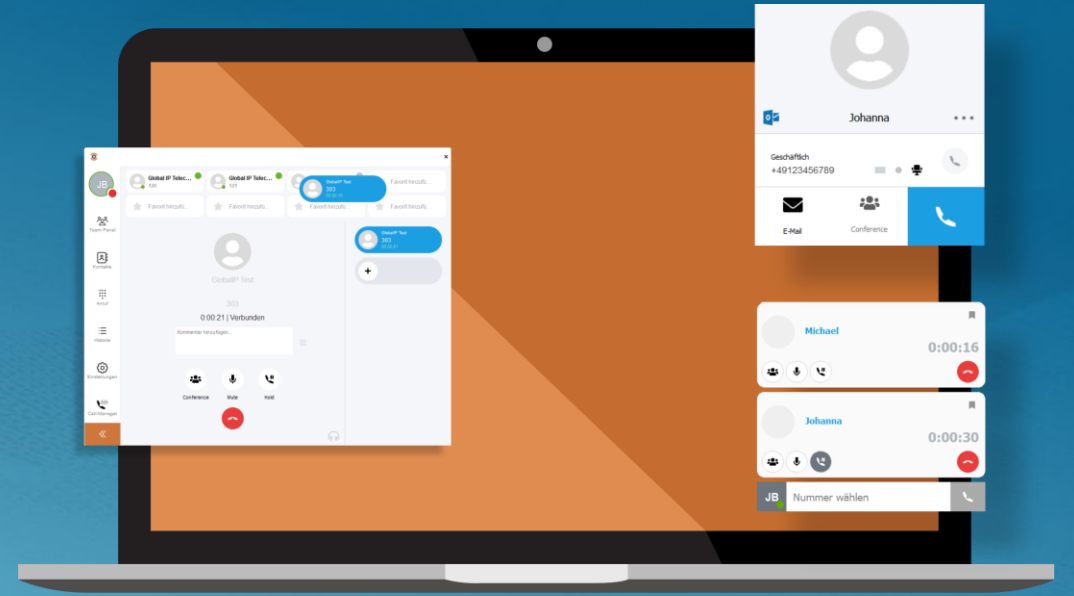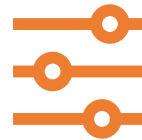# TAPI

What is TAPI?

Single TAPI Line

Server operation Multiline

What is TAPI?

- **TAPI** was introduced by Microsoft and Intel in 1993 and **has been a hot topic** since its introduction in 1995.

- Originally, TAPI was mainly used to control telephone telephone devices that were connected to a telephone system in such a way that TAPI communicated exclusively with the telephone system. communicated exclusively with the telephone system. The telephone terminal was controlled by the system, or system solutions (e.g. ACD) sent data via TAPI to a PC for remote control, e.g. call acceptance, ending, forwarding, etc: Call acceptance, ending, forwarding, etc.

- TAPI primarily **serves as an interface** between office applications and telephone terminals **in order to set up telephone calls or to carry out reverse searches with an incoming call number**.

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What is TAPI?

- TAPI is a **Windows telephony service which, by means of a** driver (**TSP**), communicates with a device (telephone system, telephone) **communicates**. TAPI clients (office software) connect via the via the telephony service and receive this data.

- The Telephony Application Programming Interface **is with** the help of our **TSP (Telephony Service Provider) integrated**.

- The TSP service **works "locally"** on the operating system **or optionally "remotely" on a server** (e.g. terminal server). **LINUX softphone versions can also use TAPI** on a THIN client via TAPI server.
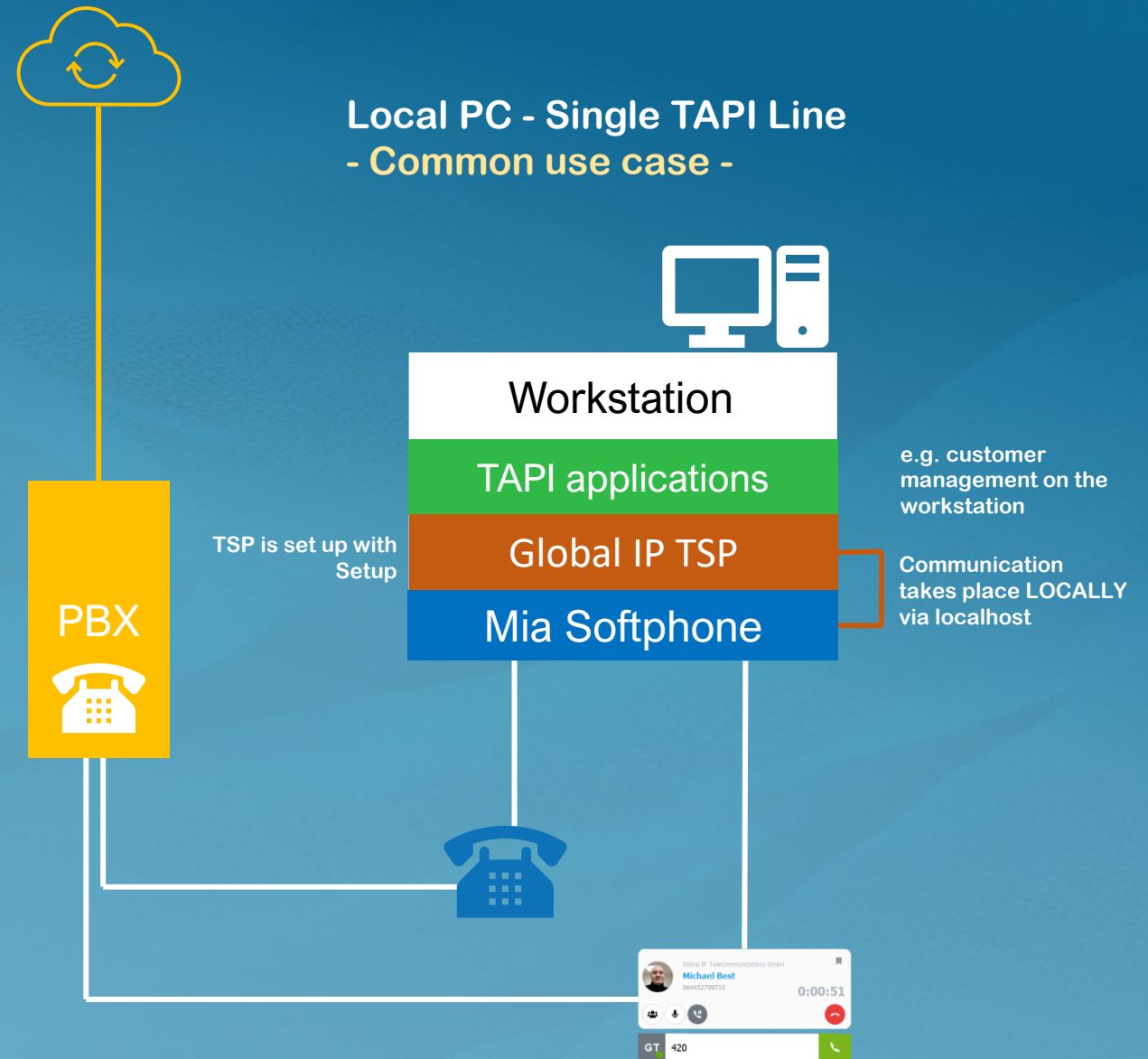
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To be able to use TAPI

must be installed on the workstation used or on an accessible Windows server (e.g. terminal server).
TAPI TSP provider must be installed.
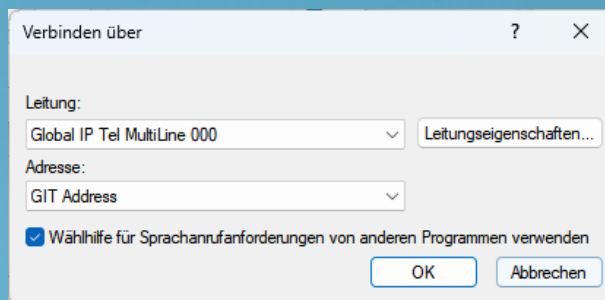The TSP connects the application via Windows telephony service with the TAPI application (office software) and the Mia Softphone.

Local PC - Single TAPI Line - Common use case -

PBX

Workstation

TAPI applications

Global IP TSP

Mia Softphone

TSP is set up with Setup

e.g. customer management on the workstation

Communication takes place LOCALLY via localhost

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Michael Best
064452799710
0:00:51
GT 420

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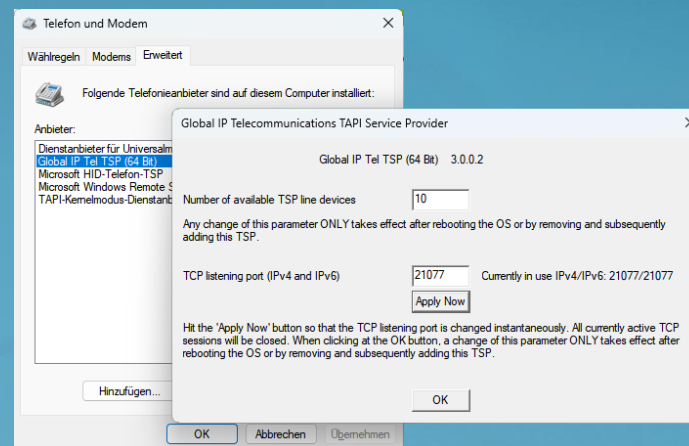
TAPI Local PC - Single TAPI Line

The installation of Mia on a **workstation does NOT require AN ADAPTATION of the TSP provider or in the softphone** if the TAPI application is addressed on the same computer (**ZERO TOUCH**) !
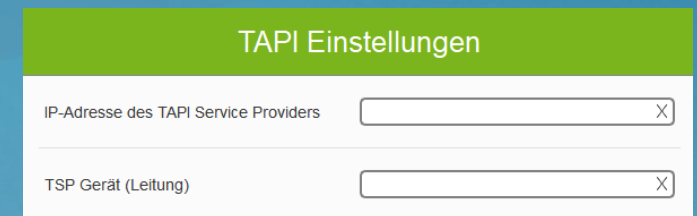
TAPI Client (CRM, ERP)

Global IP Tel Multiline 000" is automatically set in the TAPI application.
If not, please select it. "0" is always "Standard" and local communication line.

TAPI Client (CRM, ERP)
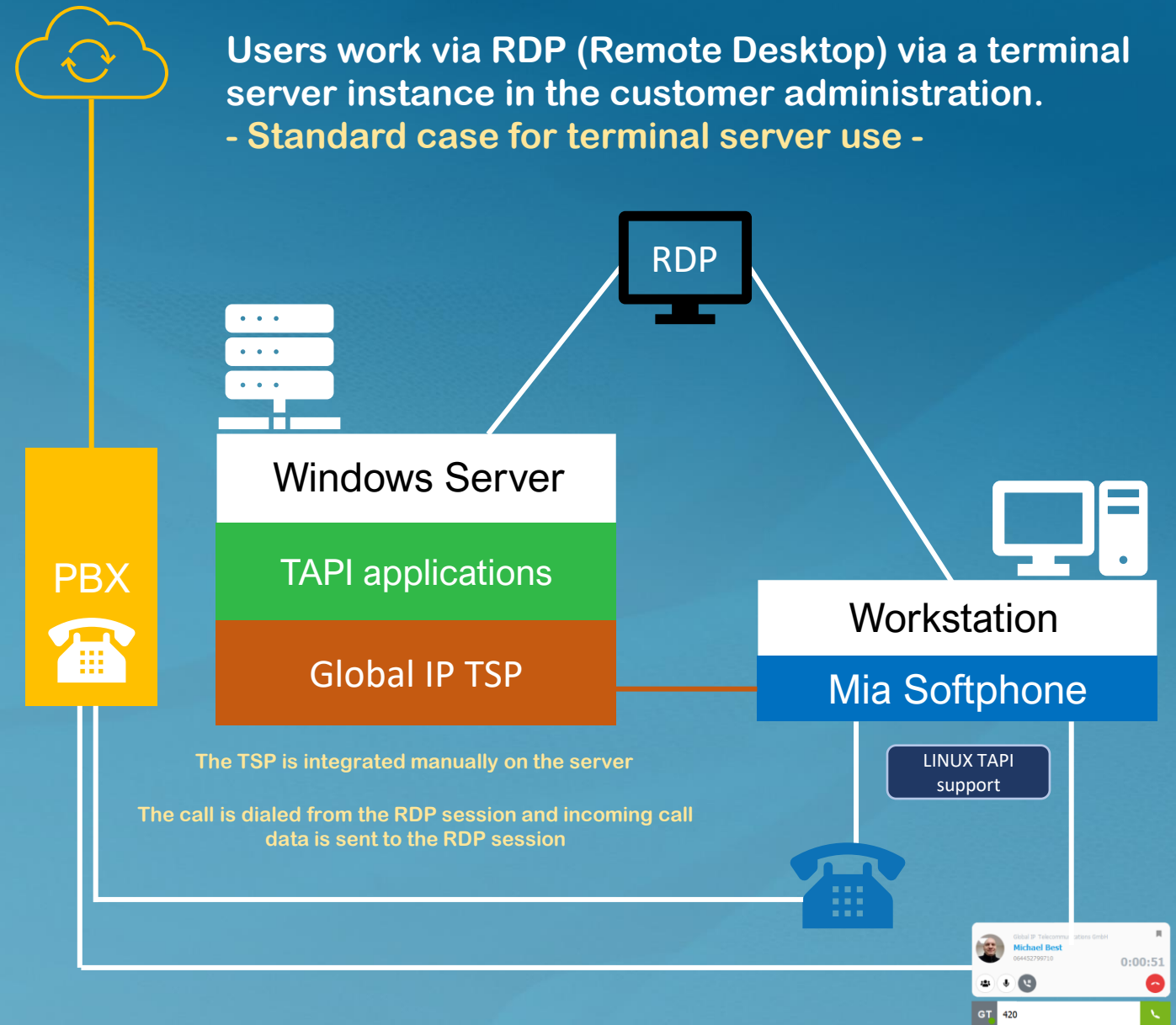

DO NOT MAKE ANY CHANGES !

MIA Softphone

DO NOT MAKE ANY CHANGES !
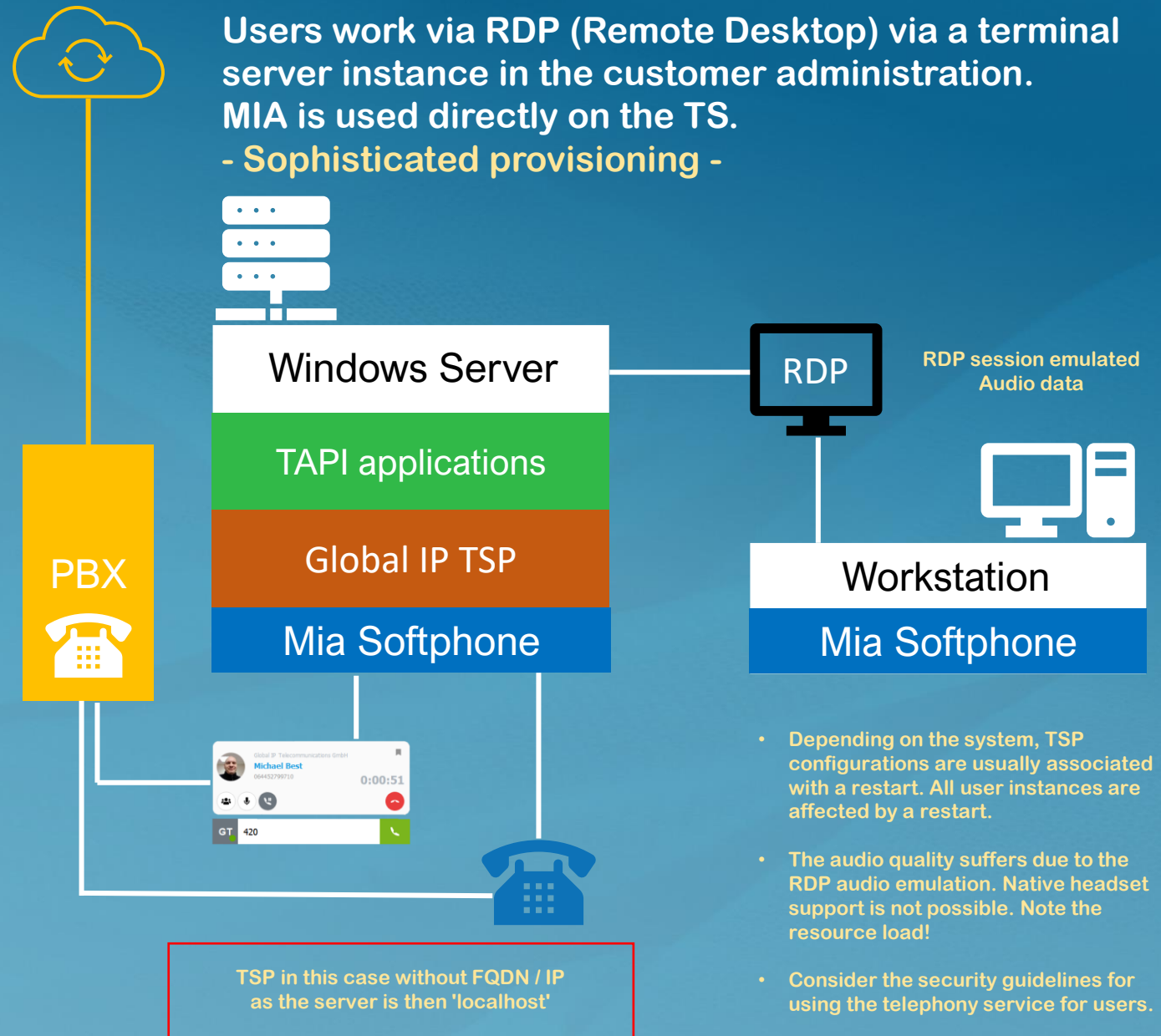
TAPI server operation - Multiline

The same TSP provider is used for server operation as for the workstation. There are no functional differences. The connection is only established via TCP by storing an FQDN (Full Qualified Domain) or IP address.

Users work via RDP (Remote Desktop) via a terminal server instance in the customer administration.
- Standard case for terminal server use -

RDP

Windows Server

TAPI applications

Global IP TSP

Workstation

Mia Softphone

LINUX TAPI support

PBX

The TSP is integrated manually on the server

The call is dialed from the RDP session and incoming call data is sent to the RDP session

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TAPI server operation - Multiline

Users work via RDP (Remote Desktop) via a terminal server instance in the customer administration. MIA is used directly on the TS.
- Sophisticated provisioning -

The same TSP provider is used for server operation as for the workstation. There are no functional differences. The connection is only established via TCP by storing an FQDN (Full Qualified Domain) or IP address.
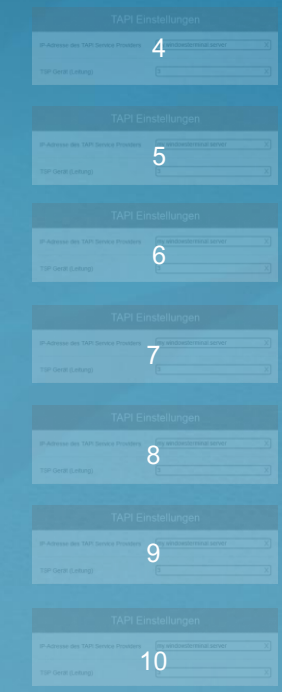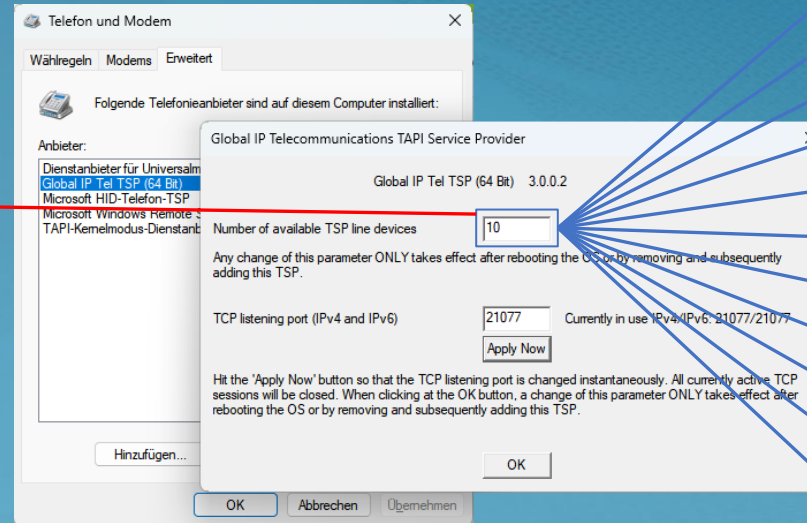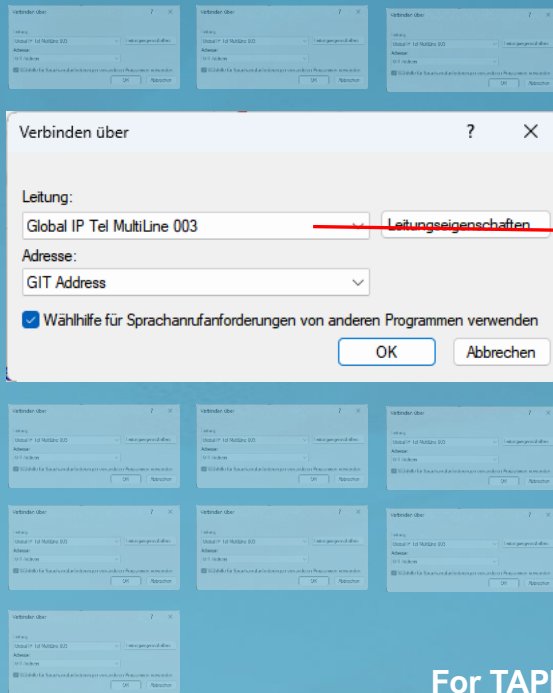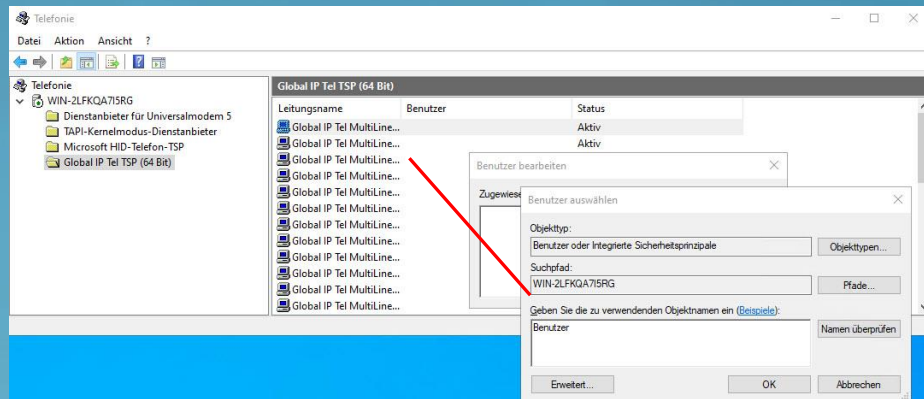
PBX

| Windows Server |
| TAPI applications |
| Global IP TSP |
| Mia Softphone |

RDP

RDP session emulated Audio data

| Workstation |
| Mia Softphone |

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TSP in this case without FQDN / IP
as the server is then 'localhost'

- Depending on the system, TSP configurations are usually associated with a restart. All user instances are affected by a restart.

- The audio quality suffers due to the RDP audio emulation. Native headset support is not possible. Note the resource load!

- Consider the security guidelines for using the telephony service for users.

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TAPI Multiline use

TAPI rights assignment terminal server

1. Log in to the terminal server with an admin user.

2. Open the rights management via the Run window (Windows key+R) or "Start | Run...".

3. In the window that now opens, enter "TapiMgmt.msc" and confirm the entry with the Enter key

4. Expand the view by clicking on the symbol (+ or arrow) next to the server host name to be configured.

5. Open the properties by clicking on the "Global IP Tel TSP (64bit)" entry.

6. Select the desired TSP line and open the rights settings with the right mouse button or by double-clicking.

7. Assign a desired user.

Administrators and local users can view all TSP lines of a terminal server. Assign a user account to each TSP line. Only then is the assigned TSP line visible and usable for the TS user.