

Technical requirements specification: Action URL

Author:	Version:	Date:
DeT, CG	1.0	04.02.16

Version tracking

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1 Overview

A simple CTI possibility should be created to control our IP telephones (COMfortel 1400 IP, COMfortel 2600 IP, COMfortel 3600 IP) via the PC.

For this purpose, simple http commands should be sent. Furthermore, the telephone should send simple http commands.

Additionally, some system commands should also be realised via SIP-notify.

We distinguish between system commands and telephone commands.

2 System commands

All system commands should be realised with SIP-notify and http

2.1 Reboot

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http://phoneIP/remote_control?action=REBOOT

2.2 Factory reset

http://phoneIP/remote_control?action=FACTORY_RESET

2.3 Update

http://phoneIP/remote_control?action=UPDATE

2.4 Start Provisioning

http://phoneIP/remote_control?action=PROVISIONING

2.5 Reregister

http://phoneIP/remote_control?action=REGISTER

3 Telephone command: PC → Telephone

The telephone commands are only realised for http. For controlling via SIP, uaCSTA should be used later.

The http commands are secured with Digest-Authentication.

In the settings under Action URL, an additional parameter in the telephone will be implemented, that prevents the receiving of Action URLs. In factory state, the function is switched on.

3.1 Make Call

http://phoneIP/remote_control?action=CALL&number=<PhoneNumber>&accountId=<AccountID>

When the account ID is „0“ (or not specified), the call is made via the default account.

3.2 Offhook

http://phoneIP/remote_control?action=OFFHOOK

Nimmt einen eingehenden Ruf an. Evtl. aktive Gespräche werden ins Halten gestellt.

3.3 Disconnect

http://phoneIP/remote_control?action=HANGUP

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Ends active call.

3.4 DTMF

http://phoneIP/remote_control?action=DIAL&number=<PhoneNumber>

If no call is active, the digits will be entered into the dialer.

3.5 Hold

http://phoneIP/remote_control?action=HOLD

Puts active call on hold or Legt aktiven Ruf ins Halten oder holt den zuletzt gehaltenen Ruf zurück.

3.6 Swap

http://phoneIP/remote_control?action=SWAP

Puts active call on hold and gets back the last call on hold (toggling between conversations).

3.7 Conference

http://phoneIP/remote_control?action=CONFERENCE

If two calls exist, a conference will be established.

3.8 Transfer

http://phoneIP/remote_control?action=TRANSFER

If two calls exist, call A is transferred to call B.

4 Telephone commands: Telephone → PC

For the following actions, http commands must be configured in the telephone:

- Ring
- Connect
- Disconnect
- Hold
- Idle
- Alert

Parameters will be added to the URL:

number= Remote Number

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name= Remote Name
accountId= Account Id
callId= The Call ID for the call.